

Britannia is a specialist construction and civil engineering contractor with a record of fast track, innovative and sustainable delivery solutions. We have earned a reputation for quality and reliability backed up by long-term relationships with many clients and consultants. Our teams have developed specialist skills and expertise across the retail, commercial, industrial, leisure and infrastructure sectors. In line with our Company Purpose, Vision & Values we are dedicated to maintaining the highest standards in all our activities.

With our People we will;

- Ensure that Quality, Customer Focus and the importance of implementing the Company policies and procedures are integral to our working practices.
- Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and exceed customer expectations.
- Communicate the results of Management Reviews, audits, customer feedback and performance against targets and objectives through regular briefings.
- Capture good practice and good ideas.
- Promote a no blame culture and aim for Zero defects.

With our Customers we will;

- Seek our customers' opinion of our performance and our quality culture and act upon the feedback that we receive.
- Communicate with our customers on the actions taken.

With our Supply Chain we will

- Establish the controls required for test and inspection before work commences.
- Reduce risks to quality by developing mutually beneficial long term supply chain agreements with selected suppliers
- Promote the culture of 'do it right, do it once' and aim for zero defects.
- Recognise those who consistently produce quality products, deliver a quality service and contribute towards our targets and objectives.
- Monitor the performance of our supply chain and actively seek to improve deficiencies

On our Projects we will

- Always be Customer Focused
- Establish the controls required for test and inspection before work commences
- Control documents to prevent the use of out of date information.
- Identify Time, Cost and Quality as high priority on every project.
- Feedback ideas and innovations that might reduce wastage or increase value

To assist in the achievement of this we will

- Adopt ISO 9001 as a minimum standard.
- Carry out audits of systems and processes to establish the level of compliance with requirements
- Undertake reviews of effectiveness of actions taken to correct or prevent non-conformances
- Undertake regular reviews of the adequacy and effectiveness of our Quality System
- Establish a framework for analysis of data and manage continual improvement opportunities.
- Establish Quality objectives to meet our policy commitments above.