

Quality Management System (QMS) Policy Statement



General Company Statement

Green Building Design Consultants Limited (GBD) was established in October 2001 as a provision of building services consultancy, mechanical and electrical (M&E) design solutions, dilapidation and condition survey advice to both UK and Irish Clients.

GBD are committed to delivering the highest possible standard of work to our immediate clients and the wider project team. We use a combination of innovative thinking, new principles and established best practice with the aim of meeting clients' expectations and adding value to the projects where we can.

Quality Management System (QMS) Policy Statement

Introduction

The aim of this policy statement is to ensure that the services provided by GBD meet the quality expectations of the clients and other interested parties.

We are also committed to the provision of effective quality managed services in all business areas and operate a comprehensive policy of continuing quality improvement throughout the company. Our documented processes are consistent with our key objectives and cover activities critical to the standard of service we aim to provide.

Steps taken

With the above in mind, we have established and are continually developing an internal Quality Management System (QMS) aligned with ISO 9001:2015. GBD achieved ISO 9001:2015 accreditation on 20 January 2020 (certificate number FS 698357) after a thorough internal and external two stage audit process.

Key objectives

Our quality management objectives are designed to focus on customer care at all times, to encourage open and continual exchange of relevant information between all parties, and to ensure prompt, courteous and satisfactory resolution of any problems or concerns that may arise during the course of a job.

In addition to ensuring that the company meets all statutory, professional, and other applicable required obligations, the directors recognise the importance of maintaining a positive and rewarding working environment for all staff.

We are also committed to developing and maintaining the efficiency and effectiveness of the company's performance, for top-quality competitiveness and enhanced client satisfaction.

Management, review & responsibility

The directors, senior management team and staff operate the QMS which includes mechanisms for continuously seeking improvements to the processes, such as, training, reviews and feedback.

The on-going effectiveness of our QMS and its application are the subject of periodic management reviews and internal audits.

This policy statement applies to all those employed by GBD and as Director I take responsibility for the company's quality management initiatives.

A handwritten signature in blue ink, appearing to read "Simon Green", followed by the date "9th June 2020".

Simon Green (Director)
Date: 09th June 2020