

# Quality Policy

As our name suggests, Total Construction provides a total service and is committed to total quality and total client satisfaction

Our vision is to be a first choice for a few, select construction clients with the highest possible quality of service.

We will continue to build our strengths and further develop our areas of expertise for the benefit of those associated with the company and its activities.

The Total approach is unique. Instead of hiding our best talent away in offices, they are where they have the biggest impact and can add most value to your project – on the construction site.

Key company values are:

- **Total commitment**
- **Focused customer base**
- **Client driven building long-term relationships**
- **Multi-disciplined**
- **Hands-on, enthusiastic**
- **Ethical, honest, trustworthy**

To help achieve our objective of **total client satisfaction**, the company has implemented a Quality Management System based on ISO9001: 2015, to measure and continually improve the performance of the company.

The systems defined have our active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.

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Guy Butler

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Neil Baker