

## **NORTHSTAR CIVIL ENGINEERING COMPANY QUALITY STATEMENT**

Northstar Civil Engineering Flooring Ltd is committed to being a quality specialist contractor within the construction industry. Quality involves producing work for our customers that is to the specifications ordered and is to acceptable industry standards.

Northstar is committed to ensuring quality from receiving specifications stage to briefing stage to installation stage to inspection stage and to final hand over to clients.

The keys to good quality practice in our operations is to ensure quality is at the forefront of each stage of a project including:-

- ✓ Design
- ✓ Communication
- ✓ Supervision
- ✓ On site approval
- ✓ After sales service

### **Specifications**

We will take close note of all the clients specifications for the work we are required to do. We will check the specifications and discuss with the client any issues so that all our work begins on a clear footing of exactly what we need to achieve.

### **Communication**

Method statements and drawings convey to main contractors and our operatives alike the specifications for quality as well as safety, thus the quality standard is set.

### **Supervision**

Our specialist team is always 100% closely supervised by experienced supervisor to ensure that efficiency, environmental, safety and quality aspects of the work are always up to standard.

### **On site approval**

We actively ensure all our works are checked on completion by a representative of the main contractor for approval there and then.

### **After sales service**

A Director will respond immediately to any concerns or problems on any project.