
Quality Management Policy

At Zion Construction, we are committed to providing high-quality services that meet or exceed our clients' expectations. Our Quality Management policy establishes the principles by which we operate and guides our efforts to ensure excellence in all our projects.

Commitments:

- Customer Priority: We put our customers' needs and expectations at the centre of all our activities and strive to provide solutions that meet or exceed their expectations.
- Legal and Regulatory Compliance: We are committed to complying with all relevant laws, regulations and standards applicable to our industry, ensuring compliance in all aspects of our operations.
- Continuous Improvement: We continually seek to improve our processes, products and services by regularly evaluating our performance, identifying areas of opportunity and implementing corrective and preventive measures.
- Involving Our Staff: We recognise that our collaborators play a fundamental role in quality assurance and we encourage their active involvement in identifying and implementing improvements to our processes.
- Quality Partnerships: We cultivate solid partnerships with suppliers and contractors who share our commitment to quality, ensuring that all products and services provided meet the highest standards.
- Effective Communication: We maintain open and transparent communication at all levels of the organisation, ensuring that all interested parties are informed about policies, procedures and quality requirements.

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- Failure Prevention: We adopt proactive approaches to preventing failures, identifying and correcting problems at an early stage in the project process and implementing quality control measures at all stages.

We have an association FMB, what does that mean?

Federation of Master Builders (FMB): The FMB is a nationally recognised association of builders in the UK, representing builders and contractors who demonstrate the highest standards of competence and integrity in the construction Industry.

Responsibility:

All Zion Construction team members are responsible for adhering to this policy and contributing to the realisation of our quality objectives.

We are committed to regularly reviewing our Quality Management policy, setting measurable goals and objectives, and implementing measures to continuously improve our quality performance

Silmara Batista
Director