



## Quality and Customer Service

B&B Fabrication was established in 2008 servicing the Western Downs Community. Quality is crucial to our business because we value our customers and their repeat work. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and we will actively pursue ever improving quality through programs that enable each worker to do their job right the first time and every time.

Our Objectives are:

- to provide service advice and information that is relevant and cost effective to our clients
- to treat each client with professional ethics and "best practice management"
- to provide an excellent customer service with pride and dignity
- to understand and improve the business capacity of our clients
- to continue our own professional development to deliver contemporary services
- to provide products and services that are competitive
- to reach our goals in a timely manner
- to always be mindful of the health and wellbeing of our partners, clients and staff

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. regular monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.



**Signed:** BBrewer

**Date:** 01/02/21

Review date: Feb 2022

**BBFABPOL015**