

Luddon Construction is committed to delivering a high-quality service that ensures customer satisfaction by consistently meeting and exceeding their requirements. This is achieved through the implementation of a robust management system that complies with ISO 9001:2015 and the National Highways Sector Scheme 16.

Our ongoing policy is to provide a professional, efficient, and reliable service, ensuring customer needs are met while adhering to and surpassing statutory and regulatory compliance. This commitment fosters strong customer relationships, enhances long-term sustainability, and supports the profitability of our organisation.

Leadership and Responsibility

The Joint Managing Directors hold ultimate responsibility for quality within the company. Senior managers are tasked with ensuring this policy is implemented effectively, and they are committed to leading by example. They will ensure the management system is consistently maintained and that performance is monitored to achieve high standards.

Objectives and Monitoring

We are dedicated to the continual improvement of our management system and services. This is achieved through the setting of quality objectives and targets, systematic monitoring of processes, addressing corrective actions, and reviewing non-conformances. Performance and quality objectives are set, monitored, and reviewed during management reviews, supported by audits and feedback mechanisms.

Resources and Engagement

We commit to providing adequate resources to implement effective quality arrangements. All employees are informed of the requirements of this policy through consultation and effective communication, ensuring they are actively engaged in achieving our quality objectives.

Employee Responsibilities

Our employees are at the heart of our commitment to quality. Every employee is expected to cooperate fully with this policy and we will support employees in meeting these expectations and address any gaps in attitude or performance.

Continuous Commitment

This policy reflects Luddon Construction's commitment to maintaining an effective management system and providing exceptional service to our customers.

This Policy Statement is available to the public and other interested parties upon request. It will be reviewed annually to ensure its continued relevance and effectiveness in supporting our commitment to quality.

Signed

A handwritten signature in black ink, appearing to read 'Allan Randall'.

Allan Randall
Joint Managing Director
Date: 24th January 2025

Signed

A handwritten signature in black ink, appearing to read 'Alex Morrison'.

Alex Morrison
Joint Managing Director
Date: 24th January 2025