

“We are totally committed to improving and developing our service to our valued customers”



It is our policy to continually meet and to surpass the expectations of our valued clients. We will achieve this through the following.

Communication

We will communicate effectively with clients and within our own organisation. We aim to exceed our service targets.

Planning

We will ensure each project is comprehensively planned with the client receiving details of our works plan which is updated throughout the course of the works.

Safety

We take H&S very seriously and are fully committed to providing a safe environment for our staff and the public.

Staff

We aim to train and develop our staff to make the best of their talents and abilities. We aspire to improve standards and maximise efficiency, developing existing staff skills of our staff and developing new ones.

Reliability

We work hard to ensure our service is the most reliable in the business. We work closely with our suppliers and approved sub-contractors making sure there are no unnecessary delays, and everyone is onsite at the right time.

Feedback

We regularly seek the opinion of our clients on the service they have received. This data is collated and analysed. This data is essential to enable improvement in our business.

Responsibilities

Meeting the targets for customer satisfaction is the responsibility of all employees and approved sub-contractors of Structured Designs.

Overall responsibility for quality and implementation of this policy is with the Principal Director.

Communication

All employees and approved sub-contractors of Structured Designs have received our policy statement. It is available to any of our clients on request.

Review

This policy is reviewed continuously throughout the year to ensure that any new ideas or improvement can be added.



“We work hard to provide a quality service. We aim not to just meet expectations but to exceed them every time”

Christopher Brown
Principal Director

Quality Statement