

The operation of a Business Management System is to provide a consistent achievable control of the company operations for a sustainable business and to deliver quality projects for its customers.

Lee Marley Brickwork Ltd provide masonry facades from brick, block and stonework including access scaffolding on a variety of projects for clients such as residential developers and main contractors. Supply and installation of brickwork accessories such as masonry support systems and wind posts is also provided.

To ensure consistent performance of the company to the requirements of BS EN ISO 9001:2015 including regular reviews of the quality system are carried out by holding a quarterly review meeting.

### Company Aims

1. Maintain ISO 9001 Accreditation.
2. 70% of observations resolved within the required timeframe.
3. Complete 90% of inspections as planned.
4. Raising NCRs prior to external parties issuing them

Lee Marley Brickwork are committed to satisfying and exceeded customer expectations where possible. It is the company's intention to monitor customer satisfaction through the use of Survey Monkey.



Signed

Date: 13<sup>th</sup> Jan 2022

On behalf of Lee Marley Brickwork (includes Scaffold Division)

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