

Quality Policy



A principal factor in the continued success of any organisation is the commitment to quality. At Bauer Technologies the quest for quality is ongoing, we will strive to constantly improve our management systems and in doing so assure quality in all company disciplines.

Bauer Technologies provide professional services in specialist piling and foundation engineering within the construction industry.

We are committed to providing clear, understandable, effective and technically sound solutions to client's perceived needs and problems and developing relationships so that our clients feel confident with the advice and service provided is of the utmost quality.

Quality objectives are set at our regular management review meetings. These objectives are set with a view to improving our business and the data used to set them is acquired from a number of key sources within the business. These sources may include complaints, key performance indicators, new areas of business and customer feedback which are reviewed and where possible incorporated into our improvement programme.

Through certification to the International Standard BS EN ISO 9001, Bauer Technologies maintain external independent recognition of quality through the regular ISO auditing process. Thereafter we will actively apply the principals of the standard by continuously seeking to improve the service offered to our customers.

Thorough on-going training of staff gives management confidence in service excellence and customer satisfaction. All staff are encouraged to have an active role in identifying improvements and this attitude will guarantee Bauer Technologies undertaking to promote quality in everything we do.

We seek to achieve a customer-oriented attitude to the way we run and plan our business for the future. Bauer Technologies assurance is given that our best endeavours will be used at all times to provide the quality of service our customers deserve.

A handwritten signature in blue ink, appearing to be "MJ", written over the printed name and title.

Michael Jones
Managing Director

A handwritten signature in blue ink, appearing to be "JF", written over the printed name and title.

James Finbow
Health and Safety Manager

Issue 04
Jan 2011

