

# Company Quality Statement

Loughton Contracts Plc is an independent, privately owned flooring contractor. We have been delivering quality flooring installations and services for more than 30 years, to some of the biggest names in the construction industry; we have an exceptional list of projects completed. We attribute our growth to our unrivalled client service.

We pride ourselves on understanding the needs of the market. Our industry leading senior management experience backed up by our highly trained sales and management teams provide a one-stop strategic supply service to meet the demands of today's principle project management teams.

We realise the importance of cooperating with other professionals on site, from other subcontractors to architects and project managers. We can offer expert specification advise for the materials we supply and fit. We understand how important it is to build strong relationships with flooring manufacturers, and liaise with them in the early stages of new projects.

The management is committed to:

1. Developing and continually improving the Quality Management System
2. Delivering products and services which not only satisfy but exceed the expectations of our customers' requirements
3. Communicate throughout the organisation the importance of meeting customer needs and legal requirements
4. Conduct management reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure availability of resources

All personnel understand the requirements of the said policy and abide with the contents of the quality manual.

In addition to all English and EU commercial legislation and regulations, the organisation complies with all legislation and regulations specifically related to its business activities.

The organisation constantly monitors its quality and performance and implements improvements when appropriate.

The quality policy is regularly reviewed in order to ensure it continuing suitability.



Paul Smyth  
Joint Managing Director



Lee Smyth  
Joint Managing Director