



Quality Objectives

- To monitor, control and improve quality
- To increase customer satisfaction and retention
- To increase profit
- To re-focus towards doing more work as a main contractor, and less as a subcontractor
- To create a more efficient, effective operation
- To maximise repeat business
- To increase C C Contracting Ltd's customer base and to reduce customer loss
- To ensure C C Contracting Ltd meets customer specifications and/or customer requirements
- To improve supplier efficiency using the supplier approval system
- To reduce snagging and remedial work
- To use materials to a certain standard and wherever possible the use of environmental materials, and to reduce waste

Measurements

- Analysis of customers using results of customer feedback forms, customer satisfaction letters and customer complaint letters
- Analysis of subcontractor/non-subcontractor sales
- Results of meetings and monitoring non-conformity reports during tender and contract stages
- Supplier approval forms, evaluation reports and snagging lists
- Data analysis
- Corrective and preventive actions