



Quality Policy

The aim of the Hardyman Group is to achieve sustainable business growth by providing best value through unrivalled service, delivered by a professional, trained and highly motivated workforce.

We will achieve this by building on the established sound foundations of competency and financial management.

Our core values are to practice excellent customer care and to promote employee welfare, with a clear support structure in place.

The Hardyman Group is made up of four key complementary divisions offering the following professional services:

- Building Maintenance and Refurbishment
- Construction
- Responsive Maintenance Contracts
- Painting and Decorating
- Emergency and Planned Drainage Maintenance
- Mechanical and Electrical
- Solar PV Installation

The building division was established in 1974 and is one of the prominent building refurbishment and maintenance companies in the West Midlands and has a wealth of experience working with local authorities, education and health sectors. With a client list including blue chip companies we pride ourselves on the diverse range of skills our workforce brings to a project.

The painting division was established in 1989 and specialises in the application of paints and coatings across a diverse range of markets, including commercial, industrial and residential sectors.

The recent acquisition of a groundwork drainage service operation and electrical division has strengthened our market offering.

We are committed to working in partnership with customers and suppliers to offer a professional and quality service and effective application of ISO 9001:2008 Quality Management System will ensure customer satisfaction is continually enhanced and show our commitment to the continual improvement to the system. We will survey our customers on a regular basis to ensure we are meeting their expectations.

We will manage our suppliers and maintain the competency of our people through a management cycle of planning, review, implementation and evaluation. We will ensure that our people are aware of, and understand, our quality policy and objectives.

Our hardware and management information system will be maintained regularly and updated as quality and customer requirements dictate.

Our Quality Management System and review and setting of quality objectives will be managed through quality focussed meetings of the Senior Management Team and supported by an internal Audit team.

Mike Turl
Managing Director
Hardyman Group
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