

Quality Policy

ECS Consultants believes in customer focus, delivering building services design solutions including planning, mechanical and electrical engineering design and project management to the marketplace which meet our customers stated, perceived and implied requirements to improve customer satisfaction.

ECS Consultants provide services fit for their intended purpose, complying with agreed customers' specifications and applicable requirements and regulations. Our company's performance is also dependent upon the relationship with our suppliers and partners, who will be challenged to meet the requirements of our business through the application of defined quality procedures.

By committing to continual improvement of the quality management system, and by harnessing the creativity and commitment of all our staff, ECS Consultants will aim to achieve its stated business and strategic objectives.

The quality objectives are focused on driving improvements, they are communicated throughout the company, and assessed as part of the Management Review. The objectives will be achieved by controlling quality in a systematic and planned manner to make the improvement of quality a continuous process.

To enhance these objectives and this policy ECS Consultants strive to;

- Fully publicise the Quality Policy and quality system to all employees (and any other interested parties), encouraging their participation in the Company's continual improvement programs.
- Enhance the business by challenging senior management on the strategic direction of the business through risk management
- Review customer requirements, market demands and maintain awareness of competition.
- Make suppliers aware of the Company's Quality System requirements and closely involve them in meeting requirements.
- Train and develop all employees to meet their current and future needs, as well as those of the business.



Managing Director
Stephen Levell 2024