Quality Policy

Our Policy Statement

Dunbar Services is committed to developing and maintaining a highly skilled professional workforce knowledgeable of and capable of providing high quality service safely and compliant with our legal obligations whilst striving to exceed world's best practice.

Our Commitment

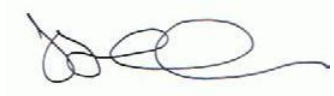
Dunbar Services is committed to:

- Consistently meeting or exceeding our customer's expectations for product quality and performance.
- Timely delivery of products and services to meet our customer's needs.
- Building relationships with our customers to better understand their requirements.
- Continuous improvement of our processes and systems
- Ensure our personnel are competently trained to deliver the quality our customers deserve.
- Develop a system that demonstrates accountability.
- Regularly consult with our customers to gain feedback.
- Maintain measureable quality objectives which reflect our business aims.
- Be honest and transparent in all dealings with our customers.
- Take immediate steps to resolve issues as quickly as possible to minimise inconvenience to our customers.
- Work safely and smart to achieve quality outcomes.

Our Responsibilities

Dunbar Services Management and employees are responsible for complying with this Policy, associated procedures and practices. They are to;

- Comply with all company policies and procedures.
- Support Dunbar Services Quality program
- Contribute to the company's continuous improvement program
- Report all quality issues
- Where possible immediately resolve customer identified issues whilst at site.



John Dunbar
MANAGING DIRECTOR

22nd October 2024
DATE