



COMPANY POLICY

QUALITY POLICY

This policy sets out how ATKINSONS (NE) Limited makes sure work is safe, compliant and finished properly, first time.

REFERENCE	VERSION	ISSUED	NEXT REVIEW
ATK-POL-02	1.0	26 September 2026	26 September 2027

1. STATEMENT OF INTENT

ATKINSONS is committed to delivering building, maintenance and trade work that meets our customers' requirements, complies with the law and relevant standards, and is finished to a high standard first time.

Quality is managed as part of every job, not checked at the end. It carries equal weight to safety, programme and cost.

2. OUR PEOPLE

We employ our trades directly rather than subcontracting, so we control the competence, supervision and standards of every stage of the work.

Tradespeople hold the qualifications and registrations their work requires, including Gas Safe registration for gas work and NICEIC or NAPIT approval for electrical work. Registrations are checked annually.

We invest in training and take on apprentices every year, so standards are passed on and kept up.

3. BEFORE WORK STARTS

Every job starts with a clear written quote that sets out what is included, what is assumed and what is excluded, with a payment structure agreed in advance.

Where work needs drawings, structural design, planning permission or building control approval, these are in place before construction starts.

Materials are ordered from established suppliers and checked on delivery against the specification.

4. DURING THE WORK

Each project has a named person responsible for it. Work is supervised and checked at key stages, including before anything is covered up.

Customers are kept informed of progress and of any change that affects the scope, cost or programme, and changes are agreed before they are carried out.

5. HANDOVER

Completed work is inspected before handover. Relevant gas, electrical and building control certificates are issued to the customer.

Snags are recorded and put right promptly.

6. LEARNING AND IMPROVEMENT

Complaints, snags, defects and customer feedback are recorded and reviewed by management so the causes are understood and the same problem does not happen twice.

This policy is reviewed at least annually.

SIGNED	Dale Atkinson, Managing Director
FOR	ATKINSONS (NE) Limited
ADOPTED	26 September 2026
NEXT REVIEW	26 September 2027

ATK-POL-02 · Version 1.0. This policy is reviewed at least annually. Uncontrolled when printed. The current version is always at atkinsonsgroup.co.uk/policies.