



## Quality Policy

*"Infinity Construction Group's goal is to establish lasting relationships with our customers by exceeding their expectations and gaining their trust through exceptional performance by every member of our team."*

Our aim to achieve this goal is to provide quality service that delivers effective solutions and provides exceptional value. This aim is supported by the Infinity Management System which embraces both Quality Assurance and continual improvement of our processes and services.

Quality Assurance provides confidence to our clients and ourselves that our service is meeting their expectations. Our Quality Assurance system, which complies with ISO9001, emphasises the importance of adequate planning and review in order to meet our clients' requirements on each project.

The organisation's Directors, Management and Staff are responsible for the control of the quality of our products and services through the Management System, seeking improvement by constant review, encouraging the co-operation and participation of suppliers and sub-contractors.

Continual improvement addresses another key goal: developing our reputation, people and management systems so that we have a sustainable practice. It includes improved client interaction, effective learning from our experiences and support for our Project Managers and site teams, so that they can apply the right technologies and enhanced risk management to projects.

Our service targets exceptional value and is reinforced by our culture of openness, teamwork and sharing of experience. We actively foster personal attitudes of co-operation, teamwork and a keen sensitivity to the continual improvement of our service.

Tom Silk  
General Manager