

Prater Limited recognises the importance of delivering a quality product and service that meets the requirements and expectations of its customers. The Board of Directors are committed to ensuring that the systems and resources are in place to allow its people to successfully achieve the quality objectives, which are set in line with the future strategy of the business.

We operate a comprehensive and effective management system, certified to ISO 9001:2015, which is monitored and measured to ensure its continued relevance and accuracy. We want to ensure we are delivering the very highest standard of quality, and challenging the expectations of our customers.

Prater will adhere to the following key principles:

1. The Board of Directors will foster a culture of continual improvement by setting, measuring and periodically reviewing quality objectives following their annual Strategy meeting.
2. Ensure all client quality expectations are fully understood and, where possible, strive to challenge those expectations.
3. Ensure the processes are in place to identify, consider and fulfil the requirements of all interested parties, including statutory and regulatory.
4. Provide the channels through which our people can report any potential defect, poor practice or defective materials that may adversely impact on quality, without fear of reprisal.
5. Ensure systems are in place to assess the competency of its people so they have the appropriate skills and supervision to positively impact on the quality of their work.
6. Promote a Quality culture through team meetings, inductions, toolbox talks, site walks, staff lunches, recognition awards and awareness training
7. Undertake regular audits of our projects, factories and business functions to monitor and measure the quality performance of the business
8. Work in collaboration with suppliers and manufacturers, clients, architects, engineers and other experts to improve standards of quality in the industry
9. Communicate this policy and the quality objectives to all staff, encouraging them to actively develop and improve the management system. A company-wide understanding and commitment to quality will lead to improvements that will benefit the business, its employees, and its customers.
10. This policy will be available and maintained as documented information, and made available to relevant interested parties, as appropriate.



Gavin Hamblett
Managing Director
Date: 2nd January 2019