



## **This is the Quality Policy of The Cave Co-operative**

Cave is a sustainable architectural practice with a social business model established in 2009. Our designs focus on sustainable low tech construction techniques and geared towards community build and ownership.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following processes and procedures in place to ensure consistent delivery:

- a) Regular gathering of and monitoring of customer feedback
- b) Selection of employees, associates and suppliers against set criteria
- c) Training and development for all staff
- d) Risk assessments against each project
- e) Dedicated project management for delivery
- f) Detailed processes and procedures made available to all staff via a Quality manual

We have the following processes and procedures in place to meet our policy of continuous improvement and customer satisfaction

- a) Regular management reviews
- b) Measurement of the performance of our suppliers and associates against set criteria
- c) Measurement of the effectiveness of any training given to our employees
- d) Monitoring of customer complaints

We ensure that all our staff have copies of our policy when they join us. We also have a copy on our company intranet. We expect our suppliers to have their own policy and for it to have a similar philosophy of continuous improvement and customer satisfaction.

Though the Managing Director is ultimately responsible for Quality in the organisation all employees have a responsibility within their own areas of responsibility.

Our policy is reviewed at our Annual Shareholders Meeting but its effectiveness is measured during our day to day monitoring of our QMS and any changes are made and communicated as necessary

Cave Directors  
Vera Hale  
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Date

March 2012

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