

Quality Policy

Haden Young Limited undertakes the Design, Procurement, Installation, Management and Commissioning of Building Engineering Services to a wide range of clients.

The Company performs these tasks through its four geographical regions, each the responsibility of a Regional Director. In addition, the Company has supporting services operating from Head Office and Haden Young Construction Services.

Within the “Built to Last” business philosophy, the Company operates a Quality Management System, which has the commitment of meeting customer requirements. The Company is committed to continuous improvement in all business operations, with the objective of adding value to the design, management and construction processes through quality people, systems and workmanship.

The Quality Management System is compliant with the internationally recognised standard ISO 9001 : 2000 and each operational office is required to implement this system. The procedures within the system are based on established Company procedures, manuals and guides, which are regularly audited by an independent certifying authority, to enable continuous improvement in quality and service for our customers.

It is the responsibility of all employees to ensure the successful operation of the above Quality Assurance standard and continuing compliance. All Directors are responsible for monitoring the effectiveness of the Quality Systems within their area of responsibility to ensure the continuing development and improvement of the Company, thereby enhancing client service.