

QUALITY POLICY

The purpose of this policy is to affirm our commitment to providing high-quality construction services that not only meet but exceed client expectations, while ensuring compliance with relevant standards and regulations, specifically ISO 9001. We strive to cultivate a culture of continuous improvement across our organisation.

This policy applies to all employees, contractors, and stakeholders engaged in Pantera's construction projects and operations, emphasising our collective responsibility to uphold these standards.

Core Principles

Commitment to Excellence

- We are dedicated to delivering superior construction services and products through adherence to the highest quality standards.
- Our goal is to achieve client satisfaction by understanding and fulfilling their needs.

Compliance with Standards

- We will comply with all applicable local, state, and federal regulations, as well as industry standards.
- Regular audits and inspections will be conducted to ensure compliance and identify areas for improvement.

Continuous Improvement

- We promote a culture of continuous improvement by encouraging innovation and regularly assessing our processes and outcomes.
- Employee feedback and suggestions will be actively sought and considered in our quality improvement efforts.

Employee Training and Development

- We will invest in the training and development of our employees to ensure they have the necessary skills and knowledge to uphold quality standards.
- Ongoing education will be provided to keep staff informed about best practices and industry advancements.

Quality Control and Assurance

- A systematic approach to quality control will be implemented at every stage of the construction process, from planning to project completion.
- Quality assurance procedures will be established to monitor and evaluate project outcomes, ensuring they align with our quality objectives.

Supplier and Subcontractor Management

- We will select suppliers and subcontractors based on their commitment to quality and reliability.
- Regular assessments will be conducted to ensure that they meet our quality standards and contribute positively to our projects.

Client Communication

- We will maintain open lines of communication with our clients throughout the project lifecycle.
- Feedback from clients will be solicited and used to enhance our services and address any concerns promptly.

This policy will be reviewed regularly to reflect changes in industry standards, client expectations, and organisational goals.



Dino Foti - Director



Mark Pensabene – Managing Director