

Quality Policy

All personnel at Crystele Homes are committed to the implementation and continual improvement of its Quality Policies. To meet the requirements of our customers and clients we will:

- Consideration of context of the organization and aligning the Integrated Management System with the strategic direction of Crystele Homes
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfilment
- Establishing, applying, maintaining and continual improvement of the effectiveness of the Integrated Management System based on ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policies and Procedure Manuals reflect our building activities
- Understanding how our jobs fit into the overall flow of work at Crystele Homes
- Continuously upgrading the Integrated Management System in all stages ranging from Sales, Delivery and Post Sale Activities.

The framework for setting quality objectives is defined in the IMS Manual.

The Operations manager is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.

Daniel Lettieri
Director