

QUALITY WASHROOM SYSTEMS

At Crawford's we always aim to supply Washrooms of the highest quality with a service to match.

To ensure that we are always maintaining the highest of quality we have management systems in place:

- Monitoring the quality of our washroom systems
- Improving level of communication between ourselves and our customers
- Our customer service
- Customer satisfaction
- Looking for innovative working techniques

"Total Setting Out" is an example of this... and this is just the start...

Always striving to be leaders in the washroom market and not followers...



Quality Statement

We maintain an excellent reputation for producing high quality work, for managing projects with minimal disturbance to others and for completing projects within agreed timescales, and are potential market leaders for supply and installation of WC toilet cubicles and associated sanitary ware, in Scotland.

This has been achieved by:

- Structuring internal management systems to monitor & maintain quality.
- Directly employing our own craftsmen and contract management.
- Using first-class subcontractors capable of producing the level of quality demanded by our discerning clients.
- We pride ourselves on our excellent customer support and the high quality products produced at our manufacturing facility in Glasgow.
- An excellent 'payment ' record.

Both our Managing Director and Operations Director take a personal interest in all projects and are available to meet with our clients, to ensure that they are satisfied with progress.

All of our fitters are CSCS card holders and their employment with Crawford Integrated Systems Ltd is compliant with CDM 2007.

Signed *V Ferretti*

Date 12th January, 2014