

# Coatings and Blasting Services Ltd



## Coatings and Blasting Services Ltd Mission Statement

**June 2012**

**To be the Leader in providing Professional Coatings and Blast Cleaning Services in the UK by embracing the following Values**

### **Complete Client Satisfaction**

- Everything we do is directed towards the complete satisfaction of our present and future clients.
- Our mission is to provide our customers with the highest level of quality and services at a fair and competitive price.
- We will maintain a continuous quality management program which will structure, unify and expand our services.
- Our decisions will always be based on the highest standards of skill, responsibility and integrity.
- We will actively solicit ideas and feedback from our clients for opportunities to add value to our services.
- We will always offer rapid response, competent answers and dependable solutions

### **Employee Fulfillment**

- We will maintain and retain only highly competent, motivated and dedicated employees who strive for continuous improvement and who are proud to work for Coatings and Blasting Services Ltd.
- All employees are considered ambassadors of this company who have a critical role in its operation.
- We will provide ongoing training programs and establish clear standards of job performance for each and every employee.
- We will embrace and capitalize on change; every employee must feel empowered to stimulate excellence in their professional life.

### **Financial Strength**

- This is the ultimate measure of how efficiently we provide for our clients.
- We will apply our profits as new investment for planned growth and progress.

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### **Good Corporate Principals**

- We will comply with all applicable laws and regulations.
- We will provide safe and secure working environments.
- We believe in contributing to the well-being of the communities where we conduct business and are committed wherever possible to employ local labour.

### **Loyal Partners**

- All clients, subcontractors and suppliers will be treated fairly and ethically
- We will recognize that these are mutually beneficial relationships

## **How we accomplish this mission is as important as the mission itself**

### **Our Goals**

#### **Focus on Our Customers**

Our primary goal is to satisfy our customers. Accompanying this primary goal is a primary benefit: by delivering a service that satisfies the first time, every time, costs go down and efficiency goes up. It simply costs less to "do it right" than to correct the problem or defect later. Satisfied customers are more likely to become repeat customers; unhappy customers will not.

#### **Continuously Improve the System.**

Every organization has room for improvement. Coatings and Blasting Services Ltd is no exception. Each of us is responsible for delivering and receiving services. Our customers are people who buy our services. Our project partners (the subcontractor and material supplier) interact and provide service to each other. We face tremendous opportunity by putting into place the systems that will allow for solutions to ongoing issues. We will ensure the best use of scarce resources. We will make the best use of our best assets: Coatings and Blasting Services Ltd Employees