Our Quality Policy.



Our ethos at ilke Homes is to build better homes in a better way. We build desirable, affordable, energy efficient homes that people enjoy living in, right first time, in half the time.

ilke Homes will be the market leader in the design, manufacture, delivery and installation of quality homes across the UK. Everyone in our business will contribute through; a customer focus, commitment and participation, a process-based approach and continuous improvement.

Customer Focus.

Quality is a measure of our performance as experienced by our customers. Success in the market depends on our ability to always provide our customers with products and services that meet both their expectations and the requirements of interested parties.

To succeed, we must perform better than our competitors. This requires that we continuously listen to our customers in order to understand their needs, and promptly implement sustainable and operational improvements to meet them.

Commitment and Participation.

All ilke employees will always be customer-focused and committed to quality excellence. This is a personal responsibility, a mind-set, which is required to achieve customer satisfaction. Leaders shall always act as ambassadors for a customer focussed culture. Every employee is expected to actively contribute to the achievement of quality. To continuously manage this, we all need to be open to change, have a holistic view of our operations and apply a long-term perspective.

Process Approach and Continuous Improvement.

Quality shall be achieved by working to continuously improve our processes. Everyone shall understand how they contribute to customer satisfaction and quality improvement.

Results willl be monitored against set objectives and improved upon to ensure continued customer satisfaction. Processes shall be continuously evaluated, and actions taken to ensure they are effective and efficient. Transfer of knowledge and best practice shall be actively pursued across the business to encourage a culture where we learn from each other. A preventative and proactive approach shall always be applied.

Dave Sheridan
Executive Chairman

ilke HOMES