MM Carpentry
Company Standards, Expectations & Core Values

1. Our Standards

At MM Carpentry we don't just install joinery—we build our reputation.

Every member of the team is expected to work to the same high standards every single day.

Our reputation has taken years to build and can be damaged in minutes.

2. Arrive Ready to Work

- Arrive on time every day.
- Be dressed appropriately in clean workwear.
- PPE must be worn where required.
- Bring your own food, drinks and personal equipment.
- Ensure batteries are charged and tools are ready before leaving for site.

Being late affects the whole team.

3. Phones at Work

Personal phones should not interfere with work.

Phones should only be used:

- During designated break times.
- For work-related communication.
- In emergencies.

No social media, personal browsing or long personal calls during working hours.

Customers are paying for our time.

4. Break Times

Morning Break: 15 minutes
Lunch: 30 minutes

Breaks begin once everyone has stopped work.
Site rules always take priority.

5. Attention to Detail

Good enough isn't good enough.

Check levels, plumb, measurements, finish, damage, operation and cleanliness.

Always ask yourself:
'Would I be happy if this was fitted in my own house?'

6. If You Don't Know

Never guess.

If you aren't sure—ASK.
Questions prevent mistakes.
Nobody will ever be criticised for asking, but guessing can be costly.

7. Pride in Your Work

Take pride in your work, van, tools, appearance, language and attitude.

8. Housekeeping

Keep work areas tidy.
Protect customer property.
Remove waste.
Leave every site cleaner than you found it.

9. Looking After Equipment

Report damaged or missing tools immediately.
Everyone is responsible for company property.

10. Organisation

Know today's work, tomorrow's work, required tools, materials and outstanding issues.

11. Site Rules

Follow inductions, Health & Safety, RAMS, customer requirements and all site rules.

12. Daily Goals

Discuss daily objectives, responsibilities, completion targets and potential issues every morning.

13. Weekly Targets

Review completed work, snagging, customer feedback, productivity and upcoming workload.

14. Monthly Goals

Review company performance, training, improvements and future projects.

15. Communication

If something changes, tell someone. Early communication prevents problems.

16. Respect

Treat customers, contractors, suppliers and colleagues with professionalism and respect.

17. Suggestions

Ideas are always welcome. Continuous improvement is everyone's responsibility.

18. Our Core Values

- Quality
- Professionalism
- Integrity
- Teamwork
- Accountability
- Reliability
- Respect
- Continuous Improvement

The MM Standard

Do it once. Do it right.

If you wouldn't be proud to put your name to it...
Don't leave it. Fix it.

Recommended Company Systems

- 10-minute morning toolbox talk.
- End-of-day debrief.
- Quality checklist before leaving every job.
- Last person checks every room.
- Friday van and tool inspections.
- Monthly one-to-one meetings.