



*joinery ltd*

## **QUALITY POLICY & PROCEDURES**

### **We are committed to:**

- ✓ Complying with the requirements established by Customers, Regulation, Approved Codes of Practice, by other interested parties and of ISO standards. This covers: Communications, workmanship, products, dealing with non-conformities or non-compliance, response to queries, & customer service matters.
- ✓ The continual improvement of the company's overall performance and the effectiveness of the business management systems.
- ✓ Enhancing the satisfaction of customers in order to please & gain repeat business.

To achieve these commitments, the Company Management will coordinate all work activities. Adherence to this policy involves all of the Company's output and services, and their effects.

This policy is to be communicated, implemented and maintained at all levels within the organisation. The policy includes the establishment and review of company objectives. All Managers have responsibility for the effective operation of the Business Management & procedures in operation.

We audit this Policy by monitoring all activities, this is achieved via:

1. Workplace audits & checks carried out by competent persons.
2. Management reviews carried out on a monthly basis or at the end of each project.
3. Reporting of non-compliance or non-conformities. Procedures for this are on the next page.
4. Reviewing recorded accidents, incidents or near misses.
5. Snagging of works, progress reports & "Project feedback evaluations".
6. Reviewing complaints of any kind, whether they be from customers, suppliers or our own team- the procedures to be followed are as described on the next page.

All Employees, Sub-contractors & agents acting on our behalf will be made aware of the company's arrangements with regard to all Policies & procedures, including being given a copy of this Policy. Clients, Co-contractors & their Agents may also be given a copy to ensure that we are very clear about how seriously we take our responsibilities towards everyone we have contact with during our work. Additional Company guidance will be given to all persons working for this Company which outlines our rules & other information relating to working for our organisation.

### **The current Woodcraft Joinery Ltd Quality Policy has been adopted & endorsed by:**

A rectangular box containing a handwritten signature in black ink, which appears to be "I. Walker".

Ian Walker (Managing Director)

Dated: 23<sup>rd</sup> September 2016 Date of next review: September 2017

### **OTHER POLICIES, PROCEDURES & ADDITIONAL RELATED INFORMATION:**

- **Health, Safety & Welfare Policy**
- **Environmental, Sustainability & Waste Management Policy**
- **FSC & PEFC Chain of custody**
- **Product supplier certifications/ approvals & inspections**
- **Work at Height Standards & Procedures**
- **Drawings & specifications**
- **Third Party Accreditations achieved (CHAS, ConstructionLine, and Safe Contractor)**
- **Employment Policies & Procedures**

**Work flow chart, Non-conformities, Non-compliance & Complaints procedure:**

**PURPOSE:** To identify & take corrective action to remedy any instances whereby the usual high standards we require may not have been met.

**SCOPE:** All work planned, carried out & handed over in connection with the business functions of our company. Specifically it covers:

- Receiving enquiries or reports of jobs to be surveyed/ carried out.
- Arranging the works, including our own staff, other contractors & suppliers of goods
- Carrying out work free from defects in a Health, Safety & Environmentally friendly conscious manner, meeting required timescales.
- Ensuring that we show courtesy & care for our customers throughout, including their considering particular business needs

**The following are the actions to be taken in the event of any potential deficiencies being identified:**

