

QUALITY ASSURANCE:



Cre8 Joinery Solutions Ltd is committed to achieving and maintaining the highest level of customer satisfaction through ongoing and continuous improvements in quality, delivery and service.

To meet these aims, we will:

- 1 *Maintain policies and procedures to deliver quality of services and products;*
- 2 *Analyse customer feedback and take action to improve service and products;*
- 3 *Analyse employee feedback and take action to improve service and products;*
- 4 *Increase our success rates to exceed floor targets and strive for excellence;*
- 5 *Monitor our strengths and weaknesses, and produce a development plan to build on our strengths and improve our weaknesses;*
- 6 *Ensure continuous professional development of our staff through ongoing training and regular appraisals;*
- 7 *To work towards ISO 9001:2000;*
- 8 *Communicate and reinforce this policy throughout the company.*

Further information, guidance and directives for the benefit of all Employees, sub contractors and Sole Traders of Cre8 Joinery Solutions Ltd is available upon request.

Signed:

A handwritten signature in black ink, appearing to read 'P. Gay', written in a cursive style.

Print Name: Mr Philip Gay

Position: Director

For and on behalf of Cre8 Joinery Solutions Ltd

Dated: The 10th of February 2018.

Issue: v2_02_2018.

This Policy will be reviewed on an annual basis or: If there is reason to suspect that it is no longer valid; or if there has been a significant change in the matters to which it relates.