



Quality Policy

Note that this policy covers both Service Ceilings Limited t/a SCL Interiors & SCL Interiors (London) Limited

Service Ceilings Limited have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system.

Customer focus: As an organisation **Service Ceilings Limited** have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations. We promise to ensure that this is measured throughout the use of initial meetings with clients/customers to discuss requirements/expectations and take on any feedback from either feedback forms, quality checks or client meetings to ensure the final product/service is measured against their expectations.

Any products/services provided by external companies/individuals will meet our business procedure MSP08 and selection of suppliers and contractor's procedure MSP05. In the event that these requirements and expectations are not met, our non-conformance procedure MSP06 will be followed.

Communication: This policy is available and communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Training: The organisation will ensure that its personnel have the skills, knowledge, training and experience to achieve the desired quality outcomes. This will be monitored through our training matrix to monitor training, qualification records, updated job descriptions and any memberships to trade bodies.

Leadership: **Service Ceilings Limited** Senior Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As an organisation **Service Ceilings Limited** recognises that people are the essence of any good business and that their full involvement enables their abilities to be used for the organisations benefit.

Process approach: As an organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: **Service Ceilings Limited** has committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives. The Company will monitor, audit & review its processes with a view to ensure we are meeting/exceeding the required quality standards through the use of audits and audit findings and quality inspections. A full list of how we monitor and measure can be found in our policy **MSP04 Measuring and Monitoring**.



Evidence-based decision making: As an organisation we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: **Service Ceilings Limited** recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Resources:

Service Ceilings Limited will make sure they have the correct resources in place to ensure quality standards can be achieved. This will be through the use of IT equipment within offices & construction sites, ensuring our team have the right tools/equipment for undertaking tasks that have been provided.

Responsibilities

- The Quality Manager will be responsible for updating the quality policy in line with any recommendations that see fit for purpose on our QMS audits/legislation reviews.
- The Quality Manager, Compliance & Managing Directors will be responsible for developing the company quality objectives and processes which will be reviewed in our management review meetings.
- The Quality Manager, Compliance & Managing Directors will be responsible for monitoring the overall quality management system.
- The Quality Manager, Compliance & Managing Directors will be responsible for meeting compliance obligations and ensuring continual improvement.
- The Quality Manager, Construction teams and Managing Directors are responsible for meeting customer/client expectations & requirements.
- The Quality Manager, Compliance & Managing Directors will ensure that the non-conformance procedure is followed to ensure the organisational quality requirements are carried out.
- The quality management system will be reviewed by the Quality Manager, Compliance, Managing Directors and our UKCAS accredited awarding body for ISO 9001:2015 standards.
- This policy shall be reviewed at least 12 monthly unless circumstances require a review be conducted sooner.

Signed: 

Date: 01.09.21

Name: ADAM NURSE

Position: M.D.