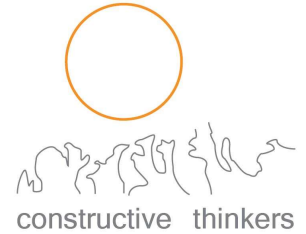




## QUALITY POLICY STATEMENT



Quest Interiors (the 'Organisation') aims to provide its customers with a high quality service that exceeds their expectations and thereby ensures high levels of customer satisfaction, and to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

Through the implementation of processes and procedures, the Organisation provides our customers with the products and services they require, to this end we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

This has involved defining our business context and ensuring that our Management System is aligned to and integral to our strategic business direction.

Organisation Management is committed to:

- Developing and improving the Quality Management System
- Continually improving the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The Management of Quest Interiors Ltd has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensure the availability of resources.

The structure of the Quality Management System is defined in the IMS Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents and structure of the Integrated Management System as defined in the IMS Manual.

Copies of the Quality Policy are made available to all members of staff, along with copies of the minutes of Management Reviews, or extracts thereof, as a means of communicating the effectiveness of the IMS to individual members of staff in accordance with their role and responsibilities.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

This policy will be available to any interested parties and is published on our website.

Signed:

Construction Director

Date: 03.06.2020

This policy statement will be reviewed annually and published.

