



## QUALITY POLICY STATEMENT

Quinn London Ltd is a main contractor successfully working within the social housing, education, public buildings & private sectors of the construction industry.

The Directors recognise that quality management is vital to ensure consistency & predictability for our customers & the workforce. As such we implement a quality management system that encompasses the whole lifecycle of our projects, as well as the supporting processes to facilitate every phase.

Quinn London Ltd aims to provide defect free services to its customers that are on time and within budget. We are committed to:

- Comply with all applicable statutory laws and regulations;
- Continually improve the quality of services provided & maintain a quality management system;
- Ensure that customer needs and expectations are determined and fulfilled with the aim to achieve complete customer satisfaction;
- Communicate the importance of our objectives & performance against these objectives throughout the company & interested parties;
- Train staff in the needs and responsibilities of quality management;
- Continually improve site operations and make best use of our resources in all quality matters;
- Ensure the availability of resources to meet Client's expectations;
- Gather feedback & address complaints from Clients on any quality issues requiring attention;
- Adopt a forward-looking view on future business decisions that may affect quality.

To supply our clients with the products & services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001.

This policy will be reviewed at least annually or as legislation demands and changes communicated to employees as required.

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Managing Director

Date: September 2018