

## QUALITY POLICY

Visual Interiors & Partitions Limited (the 'Organisation') aims to provide defect free products and services to its clients on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification, including aspects specific to **the installation of high-quality interior fitouts to the commercial and public sector.**

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client satisfaction. Whilst the company endeavour to produce work and offer a service we can be proud of, we must recognize that sometimes we don't achieve our own standards, so when a customer complains, we are committed to investigating the complaint and do our best to correct the issue and put good practice into place to prevent it happening again.

The management has a continuing commitment to:

1. Ensure that client needs, and expectations are determined and fulfilled with the aim of achieving client satisfaction.
2. Communicate throughout the Organisation the importance of meeting client needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and to set Quality Objectives at relevant functions, levels, and processes.
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.
6. All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel in achieving the standards required.

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

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. 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 reviewed annually as a minimum to ensure its continuing suitability.


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

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