

## Sapphire Contractors Limited Quality Policy Statement

It is the policy of Sapphire Contractors Limited to meet in full, the requirements laid down by our customers which includes the quality, reliability and delivery of service for the supply and installation of:-

- The installation of partitioning, ceilings and floorings.
- The provision of mechanical and electrical services.
- Building maintenance.
- Supply and installation of furniture and storage facilities

for office refurbishments, in line with agreed contract requirements and meeting the expectations of the client.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001 : 2015

To achieve customer satisfaction and continually improve the effectiveness of the quality within the company, top management are committed to the following.

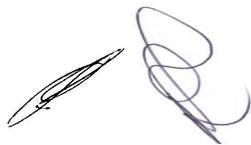
- ❖ Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- ❖ Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing the customer satisfaction is maintained.

Basic principles applied by the company with the aid of current ISO 9001:2015 requirements allow the company to:-

- ❖ Take accountability for the effectiveness of the QMS
- ❖ Ensure the quality policy and quality objectives are established for the QMS and are compatible with context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- ❖ Promote the use of a process approach and risk based thinking.
- ❖ Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- ❖ Communicate the importance of effective quality management and of conforming to the QMS requirements.
- ❖ Ensuring that the QMS achieves its intended results.
- ❖ Engage, direct and support persons to contribute to the effectiveness of the QMS.
- ❖ Promote improvement.
- ❖ Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- ❖ Establish partnerships with suppliers and interested parties to provide an improved service.

Other accreditations achieved by the company also aid with supplying the best possible service and ensure we are compliant with the latest health and safety laws and good working practices within the construction industry.

The quality policy statement will be reviewed every 6 months by top management and where deemed necessary will be amended and re-issued. This policy is available to all members of staff, placed on the website and can be available to relevant interested parties upon reasonable request.



Signed.....

DIRECTORS

Date: 15<sup>th</sup> November 2017

