



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

**Service Ceilings Limited** are committed to maintain it's position as one of the UK's specialist interior contractors. With other 40 years' experience the company has gained an enviable reputation for consistent high-quality work. It is a reputation that we are extremely proud of, and one we work hard to maintain.

This policy has been established to ensure we maintain a proactive approach to delivering on our promise of quality and for consistently achieving customer satisfaction. It will be available and communicated to all interested parties as well as being published on our website, company noticeboards and internal intranet (Builderstorm). We seek continual improvement of our performance through the implementation and regular review of the following objectives:

- Maintain certification of ISO 9001:2015 quality management system standard
- Comply with all applicable legal requirements and to meet or exceed any guidelines to which the company subscribes.
- Proactively consider risks and opportunities to minimise adverse impacts and maximise beneficial impacts.
- Proactively maintain customer satisfaction through the delivery of a quality service and understanding 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 to discuss requirements/expectations and take on any feedback from either client meetings or quality assurance checks to ensure the final product/service is measured against their expectations. Any products/services provided by external companies/individuals will meet Business Procedure MSP08 and selection of suppliers and contractor's procedure MSP05. In the event these requirements and expectations are not met, our non-conformance procedure MSP06 will be followed.
- Ensure the provision of resources for an effective working environment supporting the continuing professional development for all our staff. This will be monitored through our training matrix to monitor training, qualification records, job descriptions and skills gap analysis.
- Maintain a process approach by following our business procedure MSP08 because 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.
- Achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives. We 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.

**Responsibility and Monitoring**

Directors and the Compliance team will be responsible for the implementation of this policy in line with any recommendations they see fit for purpose on our QMS audits/legislation reviews. This policy shall be reviewed annually unless circumstances require a review to be conducted sooner.

Signed: 

Date: 7/8/23

Name: A. NURSE

Position: DIRECTOR