



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


Service Ceilings Limited is committed to maintaining its 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 we are extremely proud of and work hard to maintain.

This policy has been established to ensure we maintain a proactive approach to delivering on our promise of quality and consistently achieving customer satisfaction. It will be available, communicated to all interested parties, and 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. This includes ensuring effective design coordination and that our teams only work to construction-approved drawings to avoid compromising quality or occurring additional cost to the business.
- Proactively maintain customer satisfaction by delivering 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 initial meetings with clients to discuss requirements/expectations and take on any feedback from 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. If these requirements and expectations are unmet, our non-conformance procedure MSP06 will be followed.
- We will regularly review our supply chain to ensure that quality of work and standards are consistent and adhered to at all times in line with the company standards and one that our Client is happy with. This will include ensuring that our suppliers and contractors have insurance, risk assessments, fit to work certificates, regular right-to-work checks and file reviews to ensure that our quality on site is not impacted or reputation compromised.
- Proactively complete and ensure all stages of our sites have quality control checklists and signed-off quality sheets in place to ensure our Client is happy with our handovers, which will reduce risk when handovers are completed.
- Ensure the provision of resources for an effective working environment that supports the continuing professional development of all our staff. This will be monitored through our training matrix, which will monitor training, qualification records, and job descriptions.
- Maintain a process approach by following our business procedure MSP08. 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 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 implementing 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: 08.08.24

Name: ADAM NUFF

Position: DIRECTOR