

Quality Policy Statement

We aim to continually improve the products and services we provide to meet our client's requirements and to deliver an excellent standard of service and a quality product that we can justifiably be proud of.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001:2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to the continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and quality product will we achieve our aims of long term success and sustained improvements.

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 to achieve the standards required. While we endeavour to offer a service and a product that we can be proud of, we have to recognise that we don't always achieve our own high standards. When a customer complains, we are committed to investigating the complaint and to where necessary the revision of processes and procedures and to put right all justified complaints when required.

The policy, organisation and procedures necessary to achieve the requirements are described in our quality management system.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client..

Signed.......... Date... 22nd September 2021.....

Managing Director

Bathgate Flooring Ltd