

# QUALITY POLICY STATEMENT

Defined Interiors Limited works with clients to deliver projects and services in the commercial office fit out sector

As an forward thinking organisation, we are committed to maintaining a robust and effective framework (the Defined Way) through which we can consistently deliver the highest quality projects and services to our clients, a framework which is intended to drive continual improvement throughout the organisation; positively enhancing client satisfaction and addressing the needs of all relevant stakeholders.

In implementing the “Defined Way” we aim to:

- Improve the quality of fit out
- Reduce the amount of snagging at the end of project completion
- Ensure that call backs during the warranty period and end of defects inspect is minimal.
- maintain and improve the Process System which supports the business in meeting client/contractual requirements whilst delivering projects and services consistently and to a high standard;
- work in partnership with our clients, consultants and sub-contractors to ensure we deliver valued projects and services to our clients and their customers;
- comply and satisfy all applicable (client, statutory and regulatory) requirements;
- use feedback to improve project and service delivery and the effectiveness of our quality management system;
- promote a culture of continued development ensuring our staff are appropriately qualified;

As part of this commitment, we will maintain a quality management system that complies with the requirements of ISO 9001:2015 and establish measurable objectives in order to drive further improvement opportunities.

We believe that through the implementation of this policy and our IMS we can effectively provide the organisation and its clients with the confidence that projects and services will be delivered consistently and to a high standard.

The Quality Policy Statement is regularly reviewed in order to ensure continuing suitability and made available to all members of staff and interested parties as requested.



**Date: 12<sup>th</sup> February 2024**

**Dominic Maher (Owner of Defined Interiors)**