



JPJ INSTALLATIONS LIMITED

QUALITY PROCEDURES MANUAL

QUALITY POLICY

JPJ Installations Limited (the 'organisation') aims to provide defect free products and services to all its customers, on time and within budget.

The organisation operates a Quality Management System that has gained ISO 9001:2008 Certification, including aspects specific to the manufacturers, supply and fitting of shop fronts / ground floor treatments / curtain walling / windows / doors, slope roof glazing.

The management is committed to:

1. Develop and improve the Quality Management System.
2. Continually improve the effectiveness of the Quality Management System.
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives.
4. Ensure that the Management Reviews are set and review the quality objectives and reports on the Internal Audit results on a regular basis as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Procedures Manual.

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All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements when appropriate.

The Quality Policy is reviewed regularly in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Approved:

Richard Mackenzie
(Managing Director)



Aug 17

