



## Quality Policy Statement

### GENERAL STATEMENT

**Fireclad Ltd. HarrisonJorge Ltd. & Custom Crafted Ltd.** (the Companies) are industry leaders in the supply of complete interior fitting out services. We aim to achieve this through a programme of investment in and commitment to our people and technology, with integrity, honesty, and continual improvement in performance, focusing on delivery of service excellence - every time.

The business serves the UK, and is managed by a team of dedicated, full-time specialists, under the leadership and guidance of the Board of Directors.

#### Our quality policy is to:

- provide a quality service to our clients, ensuring that we satisfy their expectations, in a safe and efficient manner.
- continually improve the effectiveness of our quality management system, improving our processes, which will benefit our clients, staff, suppliers, and all interested parties.
- ensure our staff are trained and briefed about our quality documentation, so that they are able to implement the policies and procedures in their work.
- satisfy all our legal, statutory & regulatory obligations.

**The Board of Directors are responsible for implementing our quality policy.**

#### We will achieve this by:

- establishing, implementing, maintaining, and reviewing a quality management system, which is certified against BS EN ISO 9001.
- setting and reviewing measurable quality objectives and ensuring these are met.
- provide the necessary resources to ensure our staff are able to meet the requirements of our quality management system.
- review the effectiveness of our quality management system, and assess opportunities for improvement.
- seek feedback and satisfaction, from our clients.

**Signed:**

**Date: 20th February 2020**

**David Flynn**  
Managing Director

**Marc Skinner**  
Operations Director

Document ref.	Version	Date	Approved by	Page
1.21 POL-QUAL	1	20/02/2020	David Flynn	1 of 1