



## **QUALITY MANAGEMENT POLICY**

### **Management Commitment**

Taylor Made Joinery Interiors Limited has a reputation within the industry for the supply of products and services requiring craftsmanship skills of the highest order. These skills supported by workshop facilities and state of the art machinery are supplemented by a management control system complying with the requirements of ISO9001:2015 and QMark, thus demonstrating the commitment of the Directors to ensure continuation of their policy towards quality and mitigating risk. Directors, management and supervisory staff have responsibilities for the implementation of the policy and must ensure that quality issues are given adequate consideration in the planning and day-to-day supervision of all work and provides a framework for providing quality objectives.

### **Quality Policy**

It is the policy of Taylor Made Joinery Interiors Limited to ensure that at all times the products and services supplied by the company shall be of the highest standard and comply with national standards as well as specification and requirements of the customer. The company shall measure its success by achievement of objectives, interaction with customers, management and staff. Results shall be reviewed at the annual management review meeting of the system and shall include quality, delivery date and customer satisfaction. This policy is communicated to all staff and operatives via training and tool box talks and is reviewed annually. It is also available to the public and interested parties upon request and can be viewed on our web site.

On an annual basis the company shall review this policy and the effectiveness of corrective actions through analysis of data as part of our continued development and improvement. This shall be managed by using an approved ISO9001:2015 system with an emphasis on, information, instruction and training for all our staff, combined with new machinery and methods and will be reviewed annually. In our efforts to strive for a continuously improved quality product and to satisfy applicable requirements our quality system and procedures are under continual review. Management objectives and targets are established and reviewed on an annual basis to implement the Quality Policy. These are based on the following:

Communication  
Reviewing Procedures  
Reviewing Inspection Process within the workshop

Taylor Made Joinery Interiors Limited ensures that all employees are familiar with and competent to the requirements of the quality system and adhere to its requirements through continuous training and are actively encouraged to maintain and improve it.

The effectiveness of the Quality Management System is monitored and maintained by regular audits and a Management Review.

Mr. J G Taylor  
Managing Director

4<sup>th</sup> January 2018