



## **Quality Management Policy**

### **Management Commitment**

Taylor Made Joinery Interiors Limited (TMJ) 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 Q Mark, thus demonstrating the commitment of the Board of Directors to ensure continuation of their policy towards quality and mitigating risk.

Directors, Management and Line Managers have responsibilities for the implementation of the policy and procedures and must ensure that quality issues are given adequate consideration in the planning and day-to-day supervision of all work.

### **Quality Policy**

It is always the policy of TMJ to ensure that the products and services supplied by the company shall be of the highest standard and comply with national standards as well as the specification and requirements of the customer. The company shall measure its success by achievement of objectives, interaction with customers and regular review of policies and procedures.

This policy is reviewed on an annual basis and communicated to all staff and operatives via inductions and refresher training. It is displayed on staff notice boards and internal intranet system, as well as being available to the public and interested parties upon request or can be viewed on our website.

TMJ ensures that all employees are familiar with the requirements of the quality system and adhere to it through continuous training and are actively encouraged to maintain and improve it.

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, part of this includes an annual Management Review of the full ISO Management System and regular audits.

This includes (but not limited too) quality, customer satisfaction and the effectiveness of corrective actions through analysis of data as part of our continued development and improvement. Management objectives and targets are established and reviewed to assist with the implementation of the Quality Policy.

Signed

James Taylor  
Managing Director  
07<sup>th</sup> January 2019