

# QUALITY POLICY

J Randall Roofing Contractors Ltd are a leading roofing specialist for the domestic, commercial and industrial sectors, with over 20 years experience carrying out all aspects of roofing and associated works for a range of public and private sector clients throughout the UK.

We have committed to implementing and maintaining a Quality Management System to ensure that we can provide a high-quality service to our customers and continually improve the effectiveness of our business. In order to achieve this, we have conducted a quality review to identify the risks to our organization and have put mechanisms in place to control these risks by developing processes to ensure business sustainability, quality performance and customer satisfaction.

We only use quality products and installations which makes us one of the highest quality roofing contractors on the market. Our documented Quality Management System is annually and independently audited by a third party to ensure that we can demonstrate our commitment to providing a quality service to our clients. We undertake our work in a manner that conforms to all relevant contractual and regulatory requirements and do so in the most efficient and effective manner, the work is regularly reviewed, and any issues raised will be promptly investigated, corrective action agreed and its implementation monitored.

We shall monitor and measure the effectiveness of our efforts and make changes, when required, to ensure we remain focused on continual improvement. To do this we will establish and communicate meaningful quality objectives and key performance indicators (KPI's) to help drive continuous improvement. We will work closely with our customers, employees, subcontractors and suppliers to improve our business efficiency and shall ensure that our quality management system is communicated and understood by all relevant parties to ensure they are able to perform their duties effectively on a continuous basis.

We shall ensure that all our staff are sufficiently trained and competent to perform tasks in a manner which upholds our commitment to a high-quality product and service to our customers. In order to ensure that all staff understands the importance of quality in their work, the company will provide ongoing training and instruction as necessary and monitor its effectiveness. Company personnel and any subcontractors are fully briefed on all company policies, with supporting training as necessary and records are collected to demonstrate conformance to agreed requirements.

This Policy will be communicated to all staff and those working on behalf of the organisation and will be reviewed annually.

SIGNED



(Managing Director)

24.01.2024