

D&A Decorations (N'pton) Ltd.

### **Quality Assurance Policy Statement**

D&A Decorations (N'pton) Ltd. aims to provide a service of the highest standard and is committed to understanding, meeting and exceeding the needs and expectations of all our customers. The Company policy of continuous improvement is aided with the information gathered from our site inspections and regular reviews of targets and objectives. This is based on fully understanding and accepting customer's requirements at every stage of the project from initial site meeting through construction phase to final handover and by the day-to-day actions of management and staff.

The management of D&A Decorations (N'pton) Ltd. is committed to ensure that the company operates to this standard and constantly strives to seek improvements to all processes.

For this policy to succeed, the management ensures that we:

- Regularly review quality systems to ensure continual improvement with the aid of job process sheets, waste management forms etc
- Measure and improve company performance
- Ensure all employees are aware of their responsibilities
- Promote team work at all levels to include daily job chats and tool box talks
- Provide resources and training necessary to ensure employees meet the required level of quality and performance to maintain a high standard of workmanship
- Carry out regular appraisals with employees to encourage a committed and motivated workforce to produce the highest level of service to our customer
- Ensure that all sub-contractors and others who are involved in our projects meet the required quality standards
- Ensure the Company Health & Safety Policy is implemented at all times with risk assessments and method statements produced where required
- Form an effective communication structure including keeping the client informed and involved at all stages of the project
- Minimise the waste of materials and resources in line with our Environmental Policy
- Handover quality projects on time, within budget and defect free with the provision of all required documents

Within D&A Decorations (N'pton) Ltd. quality forms an integral part of the company's sustainable business strategy. We are committed to achieving high standards of quality in all areas of our activities thus ensuring and exceeding customer expectations.

Signed: *Darren Goodridge* (Director)

Date: 7<sup>th</sup> November 2018

Examples of how quality issues are discussed & monitored.

- Pre-inspection site visits
- Site Inductions
- Weekly Management site inspections
- Toolbox talks
- Site Safety Visits by Safety Advisor
- Site meetings
- Snagging and handover meetings.