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Quality Policy Statement

Rapidfix Ceilings and Partitions Ltd 2020 Quality Policy Statement



Rapidfix Ceilings and Partitions Ltd was established in November 2015 to Supply and install of partitions for internal fit out packages works to the Construction Industry. We are based in Manchester and employ 3 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Rapidfix Ceilings and Partitions Ltd work closely with Principal Contractors, Principal Designers, Designers, and other contractors in collaboration to ensure quality is maintained from planning through to handover and beyond.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Internal auditing checks from **Rapidfix Ceilings and Partitions Ltd** management to ensure consistency.
- Regular gathering and monitoring of customer feedback.
- Selection and performance monitoring of suppliers against set criteria.
- Training and development for employees and verification of sub-contractors to meet the quality requirements.
- Planned and random audits of projects at all stages for compliance
- Measurement and performance shall be against the latest Quality Plans
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- Ongoing validation via designated checklists for QCCs shall be completed systematically for each project
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, feedback, and complaints
- Our internal procedures are reviewed regularly and are held in a Quality Inspection and Test Manual which is available to all employees.
- Site monitoring is completed in an ongoing basis in conjunction with the Principal Contract and external Quality Assurance Bodies

This policy statement is communicated in all forms to ensure that employees and sub-contractors are fully aware of its content and requirement.

It is the intention and objective of **Rapidfix Ceilings and Partitions Ltd** all to ensure that Quality is embedded within the whole of the company and any sub-contractors.

Signed:

Name:	Paul White
Position:	Operations Director (Rapidfix Ceilings and Partitions Ltd)
Date:	21/02/2021
Next Review:	04/02/2022

