

QUALITY POLICY

The management and personnel of GM Decorating Ltd are committed to provide a high-quality service in the area of Quality management by continuously improving client service, human resource management and company operations.

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system.

GM Decorating Ltd (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained Constructionline, CHAS and EXOR accredited certifications.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Work with customers to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements

TRADING AS GM DECORATING LTD

NSA for Construction 2013 Award Winner 'Outstanding Supply Chain Company Contribution to Management and Leadership Success'
AI Award for Business Excellence 2016 'Best Residential Refurbishment Specialists in the South East'

3. Establish the Quality Policy and its objectives
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness & suitability of the Quality Management System and objectives set.
5. Ensure the availability of fully trained and competent resources and provide training to continually improve the effectiveness of the Quality Management System.
6. Continuous monitoring quality performance and implementing improvements when appropriate.
7. Comply with all English and EU legislation and regulations specifically related to its business activities.
8. Take into consideration the views of interested parties and the effect the companies activities have upon the environment.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the UK requirements of quality management will secure a prosperous future and set a unique standard for others to follow

Name:	Liam Sweeney
Position:	Managing Director
Signed:	<i>L.S. Sweeney</i>
Date:	1st January 2021



Trading as GM Decorating Ltd

VAT Registered No. 711 404 289 Registered in England No. 3304838

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