

Quality Policy Statement

Reputable Renovations Ltd is committed to delivering high-quality refurbishment and construction services that meet client requirements, comply with relevant legislation and standards, and are completed safely, on time and to specification.

Our quality management approach is aligned with the principles of **ISO 9001:2015**, scaled to the size and nature of our business, and supports a culture of continual improvement across all projects.

This policy applies to all employees, labour-only subcontractors, agency workers, consultants and suppliers acting on behalf of the company.

1. Quality Objectives

We will:

- Deliver projects safely, on time, within budget and to agreed specifications
- Maintain high levels of workmanship and finish quality
- Ensure client satisfaction is monitored and acted upon
- Reduce defects, rework and waste through good planning and inspection
- Select and manage competent subcontractors and suppliers
- Maintain accurate project records, handover documentation and certification
- Review performance data and use lessons learned to drive improvement

Key performance indicators (KPIs) used for monitoring include:

- Defect rates and rework levels
- Snagging / completion timescales
- Customer satisfaction feedback
- Subcontractor performance evaluations

2. Governance & Responsibilities

Role	Responsibilities
Director – Dan Boon	Overall accountability for quality management, resourcing, policy approval and annual review
Project / Site Managers	Implement quality controls, inspections, hold-points, completion documentation and subcontractor management
Employees & Subcontractors	Follow agreed processes, use correct materials, report non-conformances, support continuous improvement
Supply Chain Partners	Required to meet our quality standards, provide competent labour, and deliver products to agreed specifications

3. Operational Quality Management

To support this policy, we will:

- Review drawings, specifications and client requirements before work begins
- Plan work stages to ensure resources, sequencing and workmanship standards are controlled
- Use Inspection & Test Plans (ITPs), quality checklists and sign-off procedures where applicable
- Maintain control of materials, storage conditions and approved products
- Ensure all variations, changes and approvals are documented
- Record as-built information, warranties, commissioning certificates and client handover packs
- Maintain digital and/or paper records in accordance with client and regulatory requirements

4. Subcontractor & Supply Chain Quality Control

- Subcontractors must demonstrate competence, provide RAMS, insurance and certification where relevant
- Performance is monitored through site inspections, sign-off checks and post-project review
- Non-compliance may result in removal from our approved list
- We prioritise suppliers with proven reliability, product conformity, traceability and environmental responsibility

5. Competence, Training & Resources

- All employees will receive role-specific training, supervision and support

- A training matrix will be maintained to record qualifications and renewals (e.g. CSCS, SSSTS, SMSTS, trade NVQs)
 - Additional resources (equipment, information, technology and support) will be provided where needed to deliver quality work
 - Subcontractors must provide evidence of relevant training or trade certification prior to engagement
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6. Non-Conformance, Corrective Action & Continuous Improvement

We identify and manage non-conformances through:

- Site inspections and snag lists
- Defect reporting and root cause analysis
- Client/end-user feedback
- Subcontractor performance review
- Lessons learned review at project close-out

Corrective actions are recorded, assigned, tracked and reviewed to ensure issues do not reoccur.

7. Customer Focus & Communication

We aim to meet or exceed client expectations by maintaining open communication throughout the project lifecycle, including:

- Pre-start meetings and design review
- Progress reporting and site coordination
- Change control and documented approvals
- Final inspection, sign-off and feedback request

Client feedback will be reviewed and used as part of our continuous improvement process.

8. Policy Communication & Availability

This policy is:

- Displayed in company offices and made available on request
- Shared with employees and subcontractors during induction and briefing
- Included in tender packs and onboarding information where required

- Published on the company website for clients and other interested parties

9. Review

This policy will be reviewed **at least annually**, or sooner if required due to changes in legislation, operations, standards, or client requirements.

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Signed on behalf of Reputable Renovations Ltd

Dan Boon – Director

Date: _____