



# Quality Policy

## Policy & Responsibilities

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### Document History

Date	Rev	Comments

Prepared By	Signed	Date
Michael Pearson		4 <sup>th</sup> June 2023

## Quality Policy Statement

M Pearson Roofing Services is dedicated to the quality policy that will ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realizing that goal.

The directors believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understands how to do their job and what training is required to help them achieve their potential.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be always communicated and available to staff. Training will be an integral part of the strategy to achieve the objectives.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our customer requirements.

M Pearson Roofing Services will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our staff understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

This policy is the direct responsibility of the Managing Director and will be reviewed annually



Signed:  
**Michael Pearson**  
**Managing Director**

Date: 7<sup>th</sup> June 2023