



Quality Policy

At Qi commercial flooring we are committed to providing complete customer satisfaction to the best of our ability and suitable for purpose therefore, we will always meet or exceed expectations for our clients and the quality of their services/ products.

We firmly believe that sound quality performance is key to ensure sustainable business

QiCF complies with applicable legislation and regulations as well as the recommendations and ethics of industry bodies.

QiCF will only source and make use of products that are considered 'safe products' under the Construction Products Regulation 2013

At QiCF we trust that all our suppliers monitor the quality of their products and services. Supplier quality management is obtained when we open a new account with suppliers.

Our company's actions:

- We will take care in our work to ensure the finished product meets or exceeds clients requirements
- We will train staff under PolyFlor approved fitters and ensure they have the right competency to do the work required
- We will inform staff of any new requirements under quality management and ensure they are following procedures
- We will be transparent with our clients to ensure that issues are communicated and resolved effectively
- We will ensure products are to the highest standard and are thoroughly checked before installing to the clients
- We ensure toolbox talks to be carried out regularly
- We will ensure all QiRC workers are wearing branded uniform and have their ID badges on show

Our quality policy is defined and strongly driven by the following management principles and behaviour:

1. Building a mutually beneficial relationship with all interested parties through understanding their requirements and satisfying their needs
2. Implementing risk-based processes and controls that ensure tasks are performed properly the first time every time and that all products and services are developed on evidence-based decisions

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3. Continually improving products and services and develop innovation products based on efficient business processes, well defined measurements, best practices and stakeholder engagement
4. Developing staff competencies, encouraging creativity, instilling accountability and empowering staff through appropriate development programs, strong management involvement and commitment

This policy is communicated to all employees and sub-contractor on induction and if/when the policy is updated.

Qi Commercial Flooring Ltd

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Signed By:

Calvin Boden

C. Boden

Director

Jason Palmer

J. Palmer

Director