

## Quality Policy Statement

Innovation On-Site is a specialist Carpentry & Joinery company based in Bedfordshire with coverage throughout London and East Anglia. We are experienced in all types of structural works , kitchens , window installation and installing joinery. Innovation On-Site also provide a supply and fix package solution tailored to suit Clients need.

Innovation On-Site Limited is dedicated to continuous improvement of customer satisfaction in relation to the Supply & Installation of Structural Timber Packages, Window Packages & associated Carpentry / Joinery Services.

It is the policy of the Innovation On-Site Limited to provide its client with services to the highest standards. In order to achieve this, the company has implemented and maintains this Quality Management System, which satisfies the requirements of BS EN ISO9001:2015 as well as to applicable statutory & regulatory requirements.

As a key component to Innovation On-Site's commitment to the continual Improvement of the Quality Management System, specific quality objectives are established relating to the organisation which are set across relevant functions, levels and processes and subject to review as necessary through a Management Review process.

This Quality Management System is subject to a process of continual improvement through established mechanisms used to monitor and measure its processes as well as, the adoption of quality objectives and management review.

The Innovation On-Site team are responsible for the quality of their own work and for compliance to the requirements of its Quality Management System, in conjunction with related operational processes and procedures or objectives. Personnel are directed and encouraged to report any quality related issues affecting the company's Quality Management System or Client satisfaction.

This policy is communicated to all personnel and any persons including subcontractors working within Innovation On-Site's control.

The Quality system ensures that we can fulfil contractual obligations by:

- Ensuring that all activities which directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators which provide the feedback to enable quality improvements to be maintained.
- Providing up to date documentation, operating procedures and work instructions to all relevant personnel.
- The use of suitably competent personnel.

As the Managing Director I am ultimately responsible for the performance of Innovation On-Site's Quality Management System and the quality of its services. It is important for the continuing development of the company to ensure that this policy is maintained and continues to remain suitable & effective at all levels within the organisation.

**Signed:**



**Date: January 2024**