

Quality Management Statement

TRI Contracting Services Limited was established in 1989 to provide all your floor and wall requirements from Terrazzo Tiling and in-situ Terrazzo, Ceramics to Natural Stone, Wood, Vinyl, Carpets and Seamless resin walls and floors.

We are based in West Thurrock Essex with a satellite office in Glasgow and employ 25 staff with 50+ fitting teams at our disposal. Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established an Integrated Management System which provides a framework for measuring and improving our performance regarding Quality, Occupational Health and Safety and the Environment.

This Quality Policy applies to our head office operations including the satellite office in Glasgow, and to activities of our 'fixers' on site.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Board of Directors has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate. Please also be aware that Quality Management forms part of our Integrated Management System which also conforms to ISO 14001 (Environmental Management), OHSAS 18001 (Health & Safety), as well as ISO 9001.

Signed



Chris Jones
(Contracts Director)

Date: 09/01/2016