

# Quality Policy Statement

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## Scope of Registration

The design, supply, installation and maintenance of natural stone and tile format.

**Statement** - Stone & Ceramic's aim is to provide our clients with a best in class service, consistently delivering products & services to the highest professional standards. We aim to achieve this by committing to the following:

- The full & effective commitment of our leadership team & Directors in promoting best practice, improvement & resourcing of our aims and objectives.
- Fully understanding our client's requirements and where appropriate to advise, tailor and deliver a cost-effective solution.
- Implementing controlled processes with assigned responsibilities and continuing to monitor and improve our management systems in line with the requirements of BS EN ISO 9001:2015.
- Identifying risk in respect of all our operational & support activities and taking appropriate action to review & mitigate those risks
- Setting & documenting Organisational objectives & targets and ensuring ongoing performance monitoring & review by top management
- Ensure that we continue to seek excellence when outsourcing and/or buying in subcontractors and materials
- To develop our employee skills & increase their contribution through the provision of effective training.
- Creating a culture of quality and continuous improvement in order that we deliver a product to be proud of.
- To maintain the highest possible standard in respect of Health and Safety always looking to achieve the safest working environment possible.
- Actively seek feedback from our Stakeholders & ensure we continually improve and learn from this process.
- Identification & ongoing management of legal, regulatory & other applicable requirements to ensure our ongoing compliance.

As Directors, it is our responsibility to ensure that all aspects of the Company's Quality Management Systems are communicated, understood and implemented at all levels in the Organisation. It is periodically reviewed for its continued suitability and effectiveness by the senior management.

## Director Responsible for Quality



**Robert Hansford - Director**

**Date: 2 January 2020**