

Quality Policy Statement ISO 9001:2015

At Cade Roofing and Building Services Ltd, we undertake the following processes:

- ✓ Scaffolding
- ✓ Roofing
- ✓ Minor Building Services

It is policy of Cade Roofing and Building Services Ltd to provide its customers with a high-quality service and expectations to meet our customer and contractual specification, we are committed to ensure that we provide the highest service possible. We are accredited with ISO 9001:2015 Standard, we are committed to ensure we uphold its requirements and will continually improve our processes and procedures to ensure that they meet client, suppliers and business needs. It is of the utmost importance that we are totally customer focused on their requirements and the scope of services our customers and their needs and strive to achieve perfection. We are committed to work with both clients and suppliers to maintain and continually improve and maintain the highest quality standards.

Overall responsibility and ownership of the Quality Management System (QMS) is our managing director, who is fully supported by his management team. Our management team lead quality from the very top of the organisation to ensure both compliance and upholding the quality of our service. We ensure that this policy is both consulted and communicated to our customers, workforce, subcontractors, stakeholders, and others to demonstrate our commitment to provide a high-quality service to our customers. We will maintain the highest quality standards to meet client expectations. We fully understand the benefits of a comprehensive and robust QMS, which is led and managed in that customer loyalty, repeat business and future business with existing clients and others

We are committed to ensure that the aforementioned are constructed to the highest standards to ensure both customer satisfaction and repeat business with our existing and new clients. As required by the standard, we will set and continually monitor our quality objectives. As required by the standard and our policy, we plan, do, act on all our business processes, to ensure continual improvement we identify non-compliances and implement lessons learnt to ensure continual improvement.

The corporate objective of the company is to achieve long-term profitability by providing products and services to the highest degree of excellence demanded by our customers. We will use appropriate feedback to assure the attainment of this commitment. The Quality Manual, Processes, Procedures and Work Instructions are dynamic documents, which describe at an appropriate level of detail the policies, procedures and operating practices to be followed. Each member of staff will be encouraged to review and develop the processes, procedures and practices applicable to their areas of work within the company. Every employee is encouraged to understand their contribution to the overall business and its customer service. Personal objectives will be set accordingly. The Quality Manual has the full support of the Senior Management Team and, together with the supporting Quality Processes, Procedures and Work instructions, ensures that activities are controlled in a manner compatible with achieving contractual obligations effectively. We will work with staff, suppliers, and other partners to continually improve our QMS and consequently our service to customers.

Signed

Lee Cade

Lee Cade
Managing Director
Cade Roofing and Building Services Ltd

Revision 02 08/10/21 Reviewed Annually Next Review: 08/10/2022

Communication of policy : This Policy is placed on the HSE Notice Board and communicated on our www and via the workers Google Drive