

Quality Management System

5.2 Quality Policy

Multi Trade Solutions is a successful building services company that provides trade services for domestic and commercial construction projects. We pride ourselves on the consistent quality of our services and aim for best industry practice in all matters relating to the quality of services. The Quality Policy is in place to assist the company in continually improving the effectiveness and efficiency of its performance and meeting the needs and expectations of the organisation and interested parties.

This level of quality is achieved through the adoption of a systematic process of procedures that directly reflect the level of quality services to provide to existing customers, potential customers, and independent auditing authorities. The Quality Policy has the full support of Senior Management and all workers to achieve its strategic direction and all parties within Multi Trade Solutions have a commitment to continuous improvement of the QMS and its processes to meet the needs of our customers. Multi Trade Solutions will ensure at regular intervals the QMS is reviewed to ensure it satisfies the applicable legislative requirements and expectations of all internal and external interested parties. To achieve and maintain the required level of quality assurance the Managing Director retains responsibility for the QMS with implementation controlled by the Projects Administrator.

Multi Trade Solutions aim to achieve the following quality objectives:

1. Obtain ISO 9001:2015 certification for the Quality Management System
2. Implement and maintain a system of customer feedback and maintain a 90% positive feedback rate.
3. Jobs are to be completed by the set handover date.
4. Ensure each job achieves the set profit margin.
5. Ensure all workers are trained in the QMS and actively participate in company meetings.

The Quality Policy will be utilised when preparing overall company procedures related to the company operations (e.g. marketing, installation and procurement) to ensure that all procedures are consistent with the Quality Objectives and strategic direction. Multi Trade Solutions will ensure all risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction and the needs and expectations of all internal and external interested parties are determined and addressed. The continual improvement of the QMS is achieved through the corrective and preventive action system, Management Reviews, Internal Quality Audits and other related quality procedures.

The Quality Policy is readily available to all workers on the shared drive and in hard copy at the office. All interested parties will be able to review the Quality Policy upon request. All workers are inducted into the QMS when they commence work with Multi Trade Solutions and any updates are communicated to the workforce at the Quality Reviews.

This policy is endorsed by the Managing Director of Multi Trade Solutions

Signed: (Reuben Falzon)

Date: 25-11-19 Review date: 25-11-20