



D.M.H INTERIORS LTD
PARTITION/CEILINGS PLASTERING SPECIALIST

3/6/2023

Quality Policy

Darren Hancock
DMH INTERIORS LIMITED

The management of DMH Interiors Limited have defined and documented the following commitment with respect to quality. Every team member within the organisation has the responsibility to ensure that the intentions of this policy, are understood and maintained within their own activity area.

DMH Interiors Limited has made a commitment:

- To use disciplines to develop and maintain processes needed to produce a level of construction and project management of a consistent standard of quality and at a competitive cost.
- To meet or exceed our client's requirements and quality expectations, whilst maintaining excellence in all areas of the project adhering to local and regulatory standards.
- To foster good relationships with clients by effective communication, whilst encouraging feedback.
- We are committed to quality and strive to meet the requirements of all external auditing authorities.
- To document and measure quality objectives through internal audit and management review.
- That every team member constantly aims to improve the overall quality of Company services

DMH Interiors Limited maintains a highly trained team and we believe in ongoing training and education, as well as open communication between management and our team. We have quality and excellence as our goals and strive to minimise customer complaints and work diligently to resolve any problems should they arise.

After the completion of each project DMH review the processes implemented to ascertain if any aspect of the project could have been carried out better or where improvement could be made to achieve an even better outcome for clients on future projects. Our management team is dedicated to helping our company reach the highest standard of excellence.

All our team are involved in our success. Through teamwork, high expectations, respect for each individual and the acknowledgement that everyone's work matters, we can strive for the highest quality possible.

DMH have a reputation for delivering exceptional quality construction with excellent service for our clients and we do this by providing a good work environment for all our team.

The Management has a continuing commitment to:

- Continually develop and improve the effectiveness of our Information Management System.
- The enhancement of customer satisfaction.
- Determine 'Interested Parties' that are affected by the Organisation's operation and understand and meet their needs and expectations.
- Determine the needs and expectations of Interested Parties that will become part of the Company's 'Compliance Obligations' and fulfil the aim of achieving customer satisfaction.

- Communicate throughout the Organisation the importance of meeting customer needs and expectations and all relevant statutory, regulatory and compliance obligation requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the continuing effectiveness of the Quality Management System
- Ensure the availability of resources so that inputs meet the intended outputs.

This policy will be communicated to all team members and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and if deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon request.

All persons working with or for DMH Interiors Ltd will receive full support to ensure the that our Management System is fully understood, implemented, and maintained throughout.

By adopting this philosophy, the clients of DMH Interiors Limited will be assured of an excellent standard of completed projects and services in accordance with the specifications and contracts in place.



Darren Hancock
Managing Director
Dated: 6th March 2023