



January 2020

# QUALITY POLICY

Darren Hancock

DMH Interiors Ltd





## Quality Policy Statement

It is the policy of DMH Interiors Limited that all of our activities are carried out in accordance with our business management system, which will be working towards BS EN ISO9001.

DMH Interiors Limited business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

DMH Interiors Limited recognises the importance that the quality of our service has to be the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and in the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been implemented into DMH Interiors Limited management system and will be reviewed at regular intervals.

Darren Hancock

Darren Hancock  
Managing Director

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