



### Statement

Dempsey Dyer Limited is a Company of people that understand the importance of providing its customers with UPVC and Timber building products of the appropriate quality, and of installing these with a responsive service.

Dempsey Dyer Limited is committed to the continuous improvement of its services. To support its aims, Dempsey Dyer Limited has implemented a quality assurance system that conforms to the requirements of BS EN ISO 9001: 2015. Dempsey Dyer Limited staff are trained to meet the quality of service implied by this standard.

Dempsey Dyer Limited organises, plans and executes its work to conform to its customer's requirements. Working together, Dempsey Dyer Limited strives to perform each task right first time, every time and to reduce the number of customer complaints defined as a percentage of total sales.

Due to the development of the Company I will take on the ultimate Board responsibility for quality to maintain the quality system to BS EN ISO 9001: 2015.

The 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

Dempsey Dyer Limited recognises the importance that the quality of our service has to the future of our business.

Quality Objectives will be set and published annually by senior management, during Management Reviews. These objectives will be used to drive the improvement of the quality system and progress against these objectives will be measured and published.



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 long into the future.

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

### **Implementation, Maintenance and Review**

The Managing Director, P Dyer accepts overall responsibility for all Quality within the Company.

This quality policy statement has been implemented into the Dempsey Dyer Limited management system and will be reviewed at regular intervals.

The Company will appoint competent persons as required, to assist them with the implementation of the Quality management system and any associated arrangements.

Name: P Dyer

Position: Managing Director

Date: 01 Feb 2020

Review Date: 31st Jan 2021

Signature: