

Quality Policy

It is the policy of Home Roofing Pty Ltd to base the development and delivery of our services on sound Quality Management principles. Our Quality System shall meet the requirements of ISO 9001:2015

Our aim is to provide the highest standard of work as a leader in the roof maintenance field and to provide solutions that meets or exceeds the specifications of our customers and ensures that we gain a solid business reputation.

We also aim to deliver these services at the agreed cost in a safe manner with due regard to customer concerns and needs.

The company structure is being moulded through encouraging all our staff to be innovative and creative, continuously looking for better ways to perform their work through the use of Quality Management techniques.

Home Roofing's overarching aim is to continue to expand its customer network in order to maintain profitability and leadership in its field, and allow cost-effective supply of its services.

Our Specific Quality Objectives/aims are;

- To produce no non-conforming product
- Maintain our quality system to ensure customer satisfaction
- Ensure we keep up to date with customer expectations
- Develop the business for future growth.

We intend to meet these quality objectives by;

- Conducting scheduled internal audits
- Acting upon any non-conformances and customer complaints
- And reviewing these and other aspects of the business in regular Management Review meetings

Quality objectives are recorded in the organisation's current Strategies and Objectives Register and are reviewed for achievement at QMS management reviews.

This Policy is advised to all employees during induction. Management ensures that it implemented and maintained at all levels of the organisation.

Signed: .....

Date: 01/09/2017

Carl Yaxley
Managing Director