

# Quality Policy Statement

# Quality Policy Statement

Dale Office Interiors was established in 1984, since then the company has evolved to become a market leader. It is our mission to design & build high performance workspaces whilst delivering on time and in budget.

We are determined to maintain and enhance this reputation by the continual development and improvement of our people, service offering, processes and management systems.

The scope of services provided by Dale Office Interiors is tailored to support clients requiring office design and build services from various industry sectors from SME's to Blue-chip organisations across the UK.

Dale Office Interiors support businesses across the UK to achieve tangible results through clever workspace design and build services. In times of change, we provide exceptional support and innovation, ensuring we deliver best value against business goals and aspirations.

Whether its business expansion, consolidation, or relocation we have a range of services to support our clients needs, these services include:

- Turnkey Design and Build
- Commercial Office Design
- Office Fitout and Refurbishment
- Office Furniture
- Small Works
- Workplace technology
- Space planning and Feasibility
- Workplace Consultancy

Our commitment to our service, clients and stakeholders is governed by our company values which drives our relentless desire for improvement, these are:

- Continuous Improvement
- Client Focused
- Teamwork
- Respect
- Honesty

Please view our Company Values document for further information.

## Quality management

Dale Office Interiors' Quality management policy articulates the company's intentions regarding quality of our products or services, our commitment to continuous improvement in quality management, responsibilities of all staff, especially those with key roles, for maintaining quality of products and services.

Dale Office Interiors' Quality Policy aims to uphold the ideals of ISO 9001 as we work towards the standard.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Providing a best-in-class service
- Regularly ensuring customer satisfaction by gathering and monitoring of customer feedback
- Ensuring the highest standards of Health & Safety for all employees and contractors.
- Maintaining a continuous improvement culture against our company values
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees and contractors
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Although the CEO and Managing Director have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy will be reviewed annually.

The policy review date is 30st July 2023.

Signed:  (Managing Director)

Date: 30<sup>st</sup> August 2022