

# OFFICE INNOVATIONS

creating space for success

## QUALITY POLICY

**Karl Severn**  
Director



**Brian Corbett**  
Director



**Barry Smith**  
Director



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## QUALITY POLICY

It is the policy of Office Innovations that all our activities are carried out in accordance with our Business Management System, in conjunction with the requirements of ISO 9001:2015 and our Scope:

***The Provision of Office Furniture, Interior Design and Office Refurbishment together with Fit Out and Associated Services throughout UK Mainland– all ISO Clauses apply.***

Our Business Management System manual sets out the organisational arrangements, contains all the procedures and associated documentation to manage and control our business and provides a framework for setting Quality Objectives.

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 and are committed to satisfy any other applicable requirements
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

We recognise the importance the quality of our service has to 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 long into 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 and Statement has been implemented into the Office Innovations Management System, is communicated to our employees, made available to relevant interested parties as appropriate and will be reviewed at regular intervals.