

Quality Policy

R&R Contracts – Renovation & Refurbishment Specialists Limited and its directors and employees are committed to satisfying customers' requirements and managing the business in an effective, economical and efficient manner.

By doing this R&R Contracts – Renovation & Refurbishment Specialists Limited shall continue to provide buildings, installations, products and services to customers, make an adequate profit, continue to survive and provide future employment to its staff.

The scope of activities as stated on the ISO 9001:2015 certificate is:

“the construction, build, erection, installation and/or maintenance of buildings, bridges, roads, including associated electrical equipment and wiring, gas central heating systems, domestic plumbing, groundworks, landscape gardening, etc. to customers designs, specifications or requirements.”

The various activities undertaken at R&R Contracts – Renovation & Refurbishment Specialists Limited are prescribed and recorded by carefully controlled processes (with supporting manuals, procedures and as required formal instructions). These are kept under review by the directors by means of auditing, feedback, analysis and the management review processes.

R&R Contracts – Renovation & Refurbishment Specialists Limited hold scheduled management review meetings.

At these meetings the context, risks and opportunities, strategic direction and the frame of reference of the organisation is reviewed and considered. At the management review meetings objectives are developed and monitored to continually improve the quality of the products, services, management systems, facilities, equipment and resources.

The organisation and its employees are committed at all times to ensuring that the requirements of ISO 9001:2015, the needs of customers', legal requirements and any other applicable requirements are met in full.

All of R&R Contracts – Renovation & Refurbishment Specialists Limited employees are made aware of their direct contribution to the quality of buildings, installations, maintenance, products and services and the importance of working exactly to the quality management system and to satisfying customers' requirements.

Signed:  *Paul Shirley (Director)*

Date: 1st April 2023

Display in Head Office.
For external circulation on request