

Konfloor IRL Ltd has the policy to supply and install all goods and services to the highest standards.

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- To only supply goods from high quality sources
- To check all works, goods, and services for high standards before signing off to the client In particular.

Konfloor IRL Ltd is committed to:

- ❖ Maintaining compliance with legislation and approved codes of practice applicable to the Quality Policy as a minimum, and to monitoring new developments to continually improve the Quality performance standards.
- ❖ Making Quality Assurance an integral part of the management of Konfloor IRL Ltd.
- ❖ Managing Quality issues through a structured approach to policy, processes, training and awareness.
- ❖ Involving and consulting with employees to effectively communicate on Quality matters.
- ❖ Continually improving the effectiveness of the Quality Management System.
- ❖ Engaging positively with our Clients and customers to generate improvement and to ensure that measurable quality objectives are established and reviewed.

Objectives being:

- ✓ Conform to, and achieve, customer and contractual requirements
- ✓ Provide a leading-edge product and service to our customers and to help them achieve and exceed expectations
- ✓ Maximize value to all stakeholders whilst minimizing associated risks
- ✓ Deliver performance driven, best value solutions
- ✓ Adhere to work programs and budgets
- ✓ Deliver continual improvement in systems, process and people development via the effective application of the management systems and procedures
- ✓ All issues regarding quality are dealt with, and an amicable outcome reached within 14 days of complaints being raised.

This Policy and supporting arrangements are mandatory and apply to all Konfloor IRL Ltd. Employees. This policy will be reviewed annually, as a minimum.



Ciara Elmore Managing Director

Konfloor IRL Ltd

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