


QUALITY POLICY

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Reference Standard(s)	ISO 9001:2015		
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Crean Contract Flooring is a quality driven organisation with a corporate vision to provide innovative services to our clients in line with a Quality Management System that is accredited to ISO9001:2015. The Managing Director has the ultimate responsibility for the Quality Policy and supporting the management system. It is the policy of Crean Contract Flooring to provide a level of service and focus that exceeds client expectations and delivers complete client and customer satisfaction. It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standard.
- Supply goods from high quality sources.
- Check that all services are of a high standard before signing off to the client.

Crean Contract Flooring is committed to:

- Maintaining compliance with legislation and approved codes of practice applicable to the Quality Policy as a minimum and monitor new developments to continually improve the Quality performance standards.
- Making Quality Assurance an integral part of the management of Crean Contract Flooring.
- 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 measurable quality objectives are established and reviewed.

Objectives being:

- Conform to, and achieve, customer and contractual requirements.
- Provide a leading-edge 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, processes 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 a reasonable timeframe of the complaint being raised. This Policy and supporting arrangements are mandatory and apply to all Crean Contract Flooring Employees.

This policy is communicated to all employees and sub-contractors and is made available to interested parties.

Signed: 

Name: Brian Ruane

Position: Managing Director

Date: March 2022

Version: 1.0

References

Ref	Document	Location

Version History

Date	Author	Change	Version	Reviewed by
11 March 2022	JMG Solutions	Original version	1.0	Adele Morrourh