



## Quality Policy Statement

Project9 Ltd is a privately owned, independent company providing quality, refurbishment, construction and maintenance services. Our services are provided to commercial and domestic clients. The continuing development of Project9 Ltd is paramount in meeting business objectives and securing the company's future.

With each project undertaken, Project9 Ltd aims to meet customer expectations on the quality of both products and services supplied, including any cost and time constraints applied.

To ensure the continuity of high standards of service the company aims to form working partnerships with its customers, sub-contractors, suppliers, designers and other parties where necessary to ensure that the high levels of quality expected by the customer are not compromised.

Project9 Ltd is committed to continuous improvement and recognises that the development of its people at all levels within the organisation is key to this achievement. An environment therefore exists in which personal advancement is encouraged through education and training leading to improved services and greater customer satisfaction.

In conducting its business the company shall consider the needs of the environment and the well-being of its employees and all parties with which the company may need to be involved. This extends to persons affected by works carried out by the company at all locations.

### Objectives

- Ensure the timely completion of projects within the customer's specification
- Monitor levels of customer satisfaction, and deal in a timely fashion with areas of weakness
- Ensure all employees are competent and have the necessary skills for the job and to operate an effective Academy within the business to manage the training and development programme
- Monitor levels of employee satisfaction, and ensure clear channels of communication
- Ensure the effective maintenance of the Quality procedures are maintained
- Undertake continuous monitoring and improvement of the company's management processes
- Undertake regular reviews of this policy

**For and on behalf of Project9 Ltd**

A handwritten signature in black ink, appearing to be "J. Smith", written over a faint, circular official stamp.

Signed:

**Director- Project9 Ltd**

Dated: 20.02.2024