

O'Sullivan Plasterers Ltd

Quality Policy:

O'Sullivan Plasterers Ltd aims to effectively and efficiently provide quality products and services which satisfy the specified requirements of our customers complying with all statutory regulations. We comply with International Standard ISO 9001:2008. This promotes a culture of quality assurance in all Company systems and procedures, under the direction of the senior management team and with the support of all employees and supply chain partners.

The Company is committed to continually improve its customer satisfaction through appropriate initiatives, controls, provision of resources and training and involvement of employees. The aim is to agree customer requirements using accurate and efficient tendering processes and to minimise the occurrence of all defects in its activities, products and services.

Mutually proactive engagement with clients is key to improve understanding at the client interface at all stages. Customers are offered advice on the preservation, servicing and operation of products and services as appropriate.

Management objectives and goals established are reviewed on a regular basis to implement the Quality Policy. These are based on a commitment to seven principles of business excellence:

- Customer service excellence
- Workforce motivation and awareness
- Colleague engagement
- Effective Stakeholder engagement
- New technologies, techniques and innovation
- Process management
- Supply chain engagement
- Preventative management and continual improvement

The Directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and sub contractors and to exercise all reasonable skill and care in performing their duties. The Company's performance and the operation of the management system are audited and reviewed to ensure maximum effectiveness in achieving customer service excellence.

Gareth Holtam (Dir) and Rysn O'Sullivan (Dir)

3rd Nov 2014