

Nu-Cairn Ltd Management System

Document Title: Quality Policy
Responsibility: Senior Management
Issue Version: 3



SCOPE

This policy applies to the Integrated Management System (IMS) operated by Nu-Cairn Installations Ltd

RESPONSIBILITY

Senior Management

Senior Management is responsible for keeping this policy up to date.

DOCUMENT HISTORY

Issue	Date	Details of amendment / change	Responsibility
1	06.09.19	Issue under new management system.	David Cairns
2	08.09.20	Rev 2 – Annual Review	L Garton
3	10.02.21	Rev 2 – Amended name to reflect change/removal of Installations	J Mooney

Quality Policy

Nu-Cairn Ltd are specialists who provide our clients with tailored solutions for all maintenance and repairs on building envelopes from windows to cladding. It is our policy to provide a service of the highest quality which fully satisfies our clients' requirements and expectations. Total quality will be implemented, monitored, nurtured and maintained by a continuing quality improvement programme which will be achieved through our staff working together through the following commitments.

Nu-Cairn Ltd will:

- safeguard the quality of our service through regular monitoring and evaluation of processes and procedures.
- meet and exceed the requirements and expectations of our customers by maintaining a high standard of workmanship, service and communication throughout each project.
- regularly provide training and improvement of our staff members in the latest, relevant developments to minimise staff turnover.
- invest in new equipment and procedures where required.
- maintain client complaints at a minimal level.
- increase knowledge of client requirements by keeping line of communication open and by undertaking regular quality audits.
- maintain accreditations with CWCT, CHAS, Constructionline and Safecontractor.
- meet and exceed all relevant legislative requirements and other requirements to which we subscribe – including new guidelines regarding safe working practices to minimise the risk of transmission of Coronavirus Covid-19.

In order to achieve these commitments, Nu-Cairn Ltd has developed a management system to meet the requirements of ISO 9001 and has developed a framework for setting and reviewing quality objectives. Nu-Cairn Ltd is committed to continual improvement and we will regularly monitor and evaluate our performance and progress to achieve our goals as outlined above.

This policy is communicated to all employees and personnel working on behalf of Nu-Cairn Ltd and is available for review by any interested party through request.



David Cairns
Director

Feb 2021