**QUALITY POLICY**

**STATEMENT**

BAC Drywall Ltd aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

BAC Drywall Ltd Management is committed to:

- Develop and improve the BAC Drywall LTD Quality standards
- Continually improve the effectiveness of the BAC Drywall Quality Procedures
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent recurrence.
- Communicate throughout BAC Drywall, the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Procedures and objectives, and ensure they are brought to the attention of all employees.
- Ensure the availability of resources to meet the requirements of the Quality Procedures, i.e. training and funds.

In order to meet the BAC Drywall commitment to quality, BAC Drywall will:

Ensure all employees are trained and competent in the tasks they undertake on behalf of BAC Drywall and training records are held; training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by BAC Drywall change and/or following monitoring of the Quality Procedures for continual improvement.

Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of BAC Drywall Quality Procedures.

Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.

Regularly review this Quality Policy in order to ensure its continuing suitability.

Provide information to individuals regarding monitoring of BAC Drywall Quality Procedures.

Provide copies of this Quality Policy Statement to all employees.

Company Name: BAC DRYWALL LTD

Signature: 

Name: Martin Munro

Position: Managing Director

Date: 19/06/2024