



## QUALITY POLICY

### ISO 9001:2015

#### Policy Statement

Weatherproofing Advisors Limited recognise that we must provide customers with high quality products and services at a fair price. To this end we have committed ourselves to establish, effectively operate and maintain, a Quality Management System based on the requirements of BS EN ISO 9001:2015

Our Customers are of fundamental importance to the success of the business and its employees. It is our policy to ensure that our people, products and service consistently meet, or where possible exceed, our customer's expectations and requirements. We shall provide adequate financial and physical resources to ensure we comply with this statement and the management team will show leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System that will be monitored, measured and enhanced regularly.

This organisation has a policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the organisation as determined by Senior Management.

#### Objectives

- Weatherproofing Advisors Ltd recognises the need to continuously develop and improve our products, processes and personnel and this is key to achieving our quality and business objectives.
- To reduce unproductive time and rectification. To erase cases of customer dissatisfaction and minimise discrepancies. It is our objective to handle satisfactorily any complaint situation with a strengthened relationship with the customer.
- To provide confidence to our customers in the quality of our people, products and service.
- This policy will be made available to all interested parties via the company website and site noticeboards

Adherence to this policy involves everyone, regardless of the duties they perform. The Managing Director has ultimate responsibility for formulating and implementing the Quality Policy.

Signed  (James Turner - Managing Director)

Date: January 2023 (reviewed annually)