

Clause 5.3 QUALITY POLICY STATEMENT

It is the policy of RAP Office Contracts Limited to meet in full all requirements laid down by our customers. This will include quality, reliability and delivery of our service that we provide in the following assessed capability as full service commercial interior refurbishments contractor offering all areas required for refurbishments including suspended ceilings, partitions, electrical installations, air conditioning, all flooring including mezzanines, decorations, plumbing, Data cabling, manifestation, a complete range of office furniture & bespoke. We also offer corporate relocation packages through our partnerships. The services will conform to Customer contractual requirements and all services will be in accordance with BS-EN-ISO 9001-2000 standard and other statutory and regulatory requirements.


The Quality policy has been defined and is documented to meet the organisational goals of the company and the expectations and needs of our customers. We also have an obligation to comply with the requirements of ISO 9001-2000 standard and to ensure continual improvement within our own operational system.

To achieve this under its Top Management we will promote commitment to the quality system and we also aim to ensure that we have adequate resources to operate the system. The Quality system consists of a Quality Manual and its procedures, processes and forms where required. The quality objective is to achieve customer satisfaction by constant review and ongoing measurement and analysis of all our goods and services and by constantly up dating our training skills for all employees by both internal and external training where required. These requirements and objectives will be measured and reviewed at all Management review meetings held by the company including any other specific quality objectives agreed at these meetings.

The Quality system exercise control over all aspects of the company as required under ISO 9001-2000 standard. We will ensure that the quality system is known and understood within our organisation and will be under review in a systematic way for continuing suitability.

The Managing Director has the responsibility for the quality of the goods and services and work in close conjunction with the Quality Administrator (Management Representative) for the implementation of all procedures and processes within the system.

All employees within the company are responsible for ensuring that quality objectives are achieved and the relevant procedures have been implemented and are in use.

Signature.....

Richard Anderson

Managing Director

RAP Office Contracts Limited.

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