
MSQP – Quality Policy Statement



Abbey Business Interiors Limited have been providing workplace fit out and furnishing services to some of the best known UK businesses for over 30 years. We specialise in providing full project management services to our clients from a range of industries, to ensure that their internal spaces are safe and enjoyable environments for their employees and customers.

It is our aim to ensure that we provided a high quality and an efficient service throughout our project delivery that exceeds the needs and expectations of our clients, as well as satisfying all other applicable requirements.

Therefore, constant efforts are made to continually improve levels of quality so that the company remains successful, by providing a strong client focus, that will lead to the enhancement of long-term sustainability and in turn provide a long-term future and stability for the company's clients, suppliers, and employees.

The company is committed to this quality policy and operates a 'Plan-Do-Check-Act' approach to ensure quality objectives, and all other compliance obligations, can be met to ensure the continual improvement of our management system. To support these goals the company has implemented and maintains a management system to the recognised ISO 9001:2015 standard. To this end, the company will:

- Establish measurable quality objectives that are consistent with the strategic direction of the company.
- Monitor and measure the effectiveness of the quality management system and business processes to ensure it meets its intended results.
- React swiftly to client issues and nonconformities by implementing appropriate corrective actions, and then reviewing their effectiveness at preventing similar reoccurrences.
- Select and work closely with suppliers, who enable the company to create and deliver a reliable service.
- Audit and review the company's quality management system as a mechanism for driving the continual improvement of our processes and performance.

This policy will be communicated to all personnel under the company's control to ensure they understand and fully implement the company's policies and objectives and are able to perform their duties effectively through ongoing training and development, and a review of resource needs. It will be available to all relevant interested parties upon request.

This quality policy will be reviewed at least annually to ensure it remains appropriate to the strategic direction of the business.

Signed:

A handwritten signature in blue ink, appearing to read 'Dave Giles'.

Name: Dave Giles, Managing Director

Date: 20th February 2024