

QUALITY POLICY – STATEMENT OF INTENT

SJ Eastern (SJE) specialise in Carpentry and Joinery and Firestopping. We are a specialist supply and fit out joinery and fireproofing Contractor and Principal Contractor offering a complete solution to our clients.

We predominately operate in the South East and Central London area, reaching out to Kent, Surrey, Oxfordshire, and Cambridgeshire, Hertfordshire, and Suffolk. SJ Eastern aims to efficiently provide quality products and services which satisfy the specified requirements of its clients and customers, and which comply with all statutory regulations.

An independently certified Integrated Management System (IMS) has been established that complies with the International Standard ISO 9001:2015. This promotes a culture of quality assurance in all company systems and procedures under the direction of Jim Sanders, Quality Manager and with the support of the senior management team, all SJE employees and supply chain partners.

The company is committed to continually improve its customer satisfaction through appropriate initiatives, controls, provision of resources and training and involvement of employees. The aim is to agree customer requirements using accurate and efficient tendering processes and to minimise the occurrence of all defects in its activities, products, and services. Proactive engagement with clients is a key innovative feature to improve understanding at the client interface at all stages.

Customers are offered advice on the preservation, servicing and operation of products and services in the form of O&M Manuals.

Management objectives and targets are established and reviewed on a regular basis to implement the Quality Management System. These are based on a commitment to seven key principles of business excellence:

- Focus on customer satisfaction via multi avenues of feedback data,
- Stakeholder value,
- New technologies, techniques, and innovation,
- Annual Business Improvement programmes and monthly review of quality objectives at directors' meetings,
- Workforce motivation, communication, and awareness,
- Effective supply chain engagement,
- Preventative management and continual improvement through auditing,
- This quality policy is communicated to all employees, displayed on the office notice board and made available to the interested parties via the website.

As Financial and Marketing Director, I shall take on the role of Manager Responsible for Quality and full responsibility for ensuring the requirements of this policy are implemented and ensure adequate resources are made available to ensure our legal obligations for Quality are not only met but exceeded. The Board of Directors have delegated the responsibility for ensuring this policy is up to date to Jim Sanders. (Financial and Marketing Director) Who will ensure the Quality Policy is reviewed at least annually.

Jim Sanders Financial and Marketing Director	Signed:	
	Date:	01.02.2024.