

QUALITY POLICY STATEMENT

Miles Partitioning Industries Limited are an established and successful company that specialize in the design, fit-out and refurbishment in the built environment. Activities include the contract management of wall drylining, suspended ceilings, second-fit joinery, screeding, plastering and rendering. We deliver high quality contracts from concept to completion for blue chip clients in the retail, office, hospitality & leisure, industrial, technology and public sectors.

We are committed to achieving our compliance obligations including for customer satisfaction. We are committed the continuous improvement of techniques, processes and people skills translated into on-site performance and maintaining the respect of the people with whom we work.

To ensure the achievement of the above commitments we have established the below objectives:

1. To understand our threats and opportunities and establish and implement plans to control them.
2. To understand and deliver our compliance obligations, including the requirements of customers, the law and the needs and expectations of other interested parties.
3. To understand potential business interruption events and implement business continuity plans.
4. To ensure the competency of all workers, providing the required level of instruction, information and supervision, and consulting on our proposals.
5. To provide work equipment and work environments that are fit for purpose, suitable for the tasks and meet legal requirements. We shall ensure that measuring equipment is accurate for use.
6. To procure labour, materials and equipment from competent sources, and ensure that delivered goods and services meet the required purchasing criteria.
7. To plan our service delivery with a first-time right approach, and to manage change & variation.
8. To monitor the performance of the company through site surveillance, system audit, and review internally and with customers at regular intervals so to ensure achievement of compliance obligations and our objectives,
9. To identify potential areas for improvement through control of nonconformity and through continual improvement projects.

We will communicate our policy and requirements to all workers and interested parties. This policy shall be displayed on company premises, in the site office of any fixed construction sites under our control, presented at new worker induction and made available upon request.

We will establish quality objectives to achieve these commitments which will be regularly monitored by the leadership team. We will review this policy as part of change planning, lessons learnt / knowledge transfer, post-incident and annually.

Signed on Behalf of Miles Industries Limited,

Mark Lee



Director, 01 June 2020

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