**Quality Policy**

Manilva Contracts Ltd provide services for painting/redecoration for London and the surrounding areas. Commitment to clients and to the highest levels of professional excellence will continue to be our prime objective. The establishment of a Quality Management Manual to BS Standard (BS EN ISO 9001: 2008) and commitment to transition to BSI EN ISO 9001:2015 is part of that commitment.

Manilva strive to grow within the redecoration/refurbishment industry and wish to improve on current customer satisfaction by holding monthly meetings to discuss projects and any client feedback. We also aim to win at least two more clients for 2018 and have identified that in order to maintain our client base and capture new clients, we carry out external and internal audits, discuss and act on our findings at Management and project meetings. We have been members of prestigious external bodies such as CHAS, Safecontractor and Azko Nobel for many years and strive to maintain these standards of excellence. We are also committed to satisfy all legal requirements.

To achieve and maintain our targets for growth and efficiency, it is of paramount importance that our quality systems and procedures are consolidated, documented and observed, and that these procedures are reviewed periodically and amended as necessary to continually improve the effectiveness of our Quality Management System. This is required to ensure that projects are planned, controlled with site meetings and successfully carried out and completed on time and in budget. Any project-related issues are promptly identified, discussed, noted and resolved. An Improvement Action log is kept to prevent recurrence.

Manilva will, where possible source local supplies and employ local labour to help with it’s carbon footprint. All vans are updated every three years and where possible public transport or car sharing will be used. Manilva take precautions with customer/client/staff details and have taken measures to ensure their data is protected outsourcing the IT and shredding services and will monitor regularly.

The co-operation and dedication of all staff will be tantamount to the success of the QMS.

The Quality Policy is an “open” document as is the Quality Management System and can be viewed on request. The insertion of a link to our new website is in progress.

***Steve Falzon***

**March 2018**