

Spacecraft Commercial Interiors Ltd	Issue: 5
Quality Policy	May 2018

## **Quality Policy**

### **Our Mission/Aim**

We aim to meet or exceed the expectations of our clients by continually improving the quality of our core services to provide results we can be proud of.

Core services:

- Sales
- Design
- Fit
- Service

### **Successful Quality Management**

We aim to achieve this through the successful operation of our quality management system that complies with ISO 9001:2015. We are committed to meeting our clients' needs as well as all applicable legal, regulatory and industry requirements. The management are committed to continually reviewing and developing all aspects of our business objectives to demonstrate continual improvement.

### **Our Quality Management Principles**

Help our clients achieve their goals through providing high quality design, furnishings, installation and service at all times.

- Work in partnership with our clients to enhance respect, communication and efficiency.
- Maintain beneficial supplier partnerships to ensure that our needs and expectations for products and services are met.
- Maintain a participatory work culture trusting in experience and skills of our staff and providing a culture in which they develop further and excel.
- Maintain a passion for continuous improvement and continuously improve processes as well as design and installation related services.
- Provide a fixed spec, on time and on budget

While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that there may be times we might not meet our own standards. Should this occur, we are committed to investigating the issue and will do our best to put right all deficiencies that we are empowered to correct.



Kevin Parker  
Managing Director

**Spacecraft Commercial Interiors**

**Space-pod** 4<sup>th</sup> May 2018