



# Quality Assurance Policy

Prepared: 13<sup>th</sup> January 2021

Invictus Roofing Ltd,  
Unit 6D Southbourne Business Park,  
Courtlands Road,  
Eastbourne,  
East Sussex,  
BN22 8UY

Company Number: 08988956





## **Quality Assurance Policy Statement**

**INVICTUS ROOFING** has a policy to supply and install all goods and services to the highest standards.

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- To only supply goods from high quality sources
- To check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy to:

- Have each job signed off by a supervisor or foreman before hand over to the client.
- To have a formal complaints procedure in place, which is dealt with by the Managing Director to ensure customers receive the high standard of workmanship they expect
- Purchase all goods and materials from reputable sources and check for quality before fitting
- That agreed standards when contracts are exchanged are upheld in all elements of the works.
- That the client must sign off on the standard of the work before full handover is made

**INVICTUS ROOFING** pride themselves on the quality of their workmanship and finishes. All issues regarding quality are dealt with, and an amicable outcome reached within 14 days of a complaint being raised.



**Sign Off Sheet**

I have read and understood the contents of the Quality Assurance Policy.  
Anything I did not understand has been explained to me, to my satisfaction.

I agree to follow the Quality Assurance Policy and understand that any instructions  
are provided or my safety and the safety of others

<u>Print Name</u>	<u>Signature</u>	<u>Date Of Signature</u>
ADRIAN MITCHELL		13.01.2021
JOSHUA LAMPRELL		13.01.2021
KAYLEIGH AMBRIDGE		13.01.2021
SOPHIE LARBY		13.01.2021