



Quality Management Policy

Prepared: 13th January 2021

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

Company Number: 08988956





1.1 – Introduction

Invictus Roofing Ltd prides itself on delivering the highest levels of service to all its customers and clients. Invictus Roofing Ltd recognises the importance of maintaining strict quality assurance standards to ensure that all Invictus Roofing's work meets and exceeds its commitments to clients.

Continuous improvement and feedback are essential to the development of Invictus Roofing's quality processes and are documented and retained to ensure that quality management principles are rigorously enforced.

Invictus Roofing Ltd requires all staff to use the quality management system. A copy of Invictus Roofing's quality management system is made available to all staff via the staff handbook. The policy is regularly updated to ensure that it complies with the latest standard in quality system management.

1.2 – Invictus Roofing's quality assurance policy objectives

- To establish, document, implement, and maintain a quality management system and continually improve its effectiveness in accordance with client, supplier, and business needs.
- To ensure that client's needs and expectations are determined and fulfilled in order to deliver a consistently high standard of service, in accordance with Invictus Roofing's corporate values and business objectives.
- To communicate quality assurance principles to all staff, clients, associates and stakeholders in order to meet customer needs and to fulfil legal requirements.
- To establish the quality policy and quality objectives across Invictus Roofing's processes.



- To enhance sustainability (including Invictus Roofing's Environmental Policy) of Invictus Roofing's business, reducing waste and minimising environmental impact.

1.3– Scope of Invictus Roofing's quality assurance policy

- Invictus Roofing's quality assurance policy applies to all work undertaken by Invictus Roofing on behalf of its clients, including goods and services provided by third party agents and suppliers, and sub-contractors when necessary.
- The policy applies to all staff, who are actively required to engage in quality assurance procedures including record keeping, and proactively responding to feedback.
- Responsibility for the quality assurance policy lies with the Managing Director.
- The General Manager is responsible for ensuring that all staff are compliant in maintaining documents and records necessary for compliance with Invictus Roofing's quality standards.
- The Managing Director is responsible for ensuring that all staff recognise quality assurance principles and have the necessary skills and training to fulfil their role within the quality management process.

1.4– Customer Focus

Invictus Roofing strives to ensure that it closely works in partnership with the client and the client's professional representatives to deliver a finished project on time, on budget and to the exacting qualities expected. A Contracts Manager / Appointed Site Supervisor is assigned to each project to ensure that all services are delivered in accordance with the Schedule of Works, issued drawings and to the issued programme. The Contracts Manager / Appointed Site Supervisor acts as a key point of liaison for raising any issues regarding changed to specification or project timelines, which can be escalated to director level if the Contracts Manager / Appointed Site Supervisor is unable to resolve them. The Contracts Manager / Appointed Site Supervisor is also responsible for ensuring the feedback on project outcome is monitored and retained within the quality system.



1.5 – Leadership

Invictus Roofing communicates its vision to all employees, clients and stakeholders. Invictus Roofing values are stated to all staff upon induction and reinforced with regular corporate training. Invictus Roofing’s management team ensures that appropriate resources, including the latest technology and access to health and safety, and professional training for staff are available.

1.6– Invictus Roofing quality assurance process – implementation

Each project is assigned a file. This file contains all relevant documents relating to the project for quality assurance purposes including:

- Copies of priced tender documents and/or official confirmation of order
- Copies of the clients general schedule of works.
- Copies of the specification
- Copies of drawings
- Copies of the Health and Safety Construction Plan
- Copies of asbestos report – confirming appropriate action to be taken
- Copies of the Health and Safety Construction Plan, including risk assessments and method statements
- Copies of all correspondence be it posted or via e-mail
- Copies of purchase orders
- Copies of site meetings
- Copies of architects drawings
- Copies of valuations together with payment certificates
- Records of retentions and dates for release
- Summaries of feedback and evaluation reports
- Copies of any issues or complaints that arose during the project process, and the recommendations taken



Sign Off Sheet

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

I agree to follow the Quality Management 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