



## 1 Policy, Scope and Structure

### Quality Policy

The continuing policy of Taydal Surfacing Ltd is to provide a professional and efficient service to meet all of the agreed requirements of our customers. This will result in securing regular business and the enhancement of long term profitability. We are committed through the operation of our Quality Management System to achieving the client's requirements in full each and every time.

I, as Managing Director, bear the responsibility for establishing, maintaining and implementing the systems that control all our particular activities and I undertake to ensure that, through instruction, practical example and training, quality is the aim of all members of the organisation. I and the management team will ensure that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the organisation. Together, we are committed to ensuring that our services meet and even exceed customer, supplier and stakeholder expectations while meeting all applicable standards together with national and international requirements.

Equally, each of our employees is responsible for, and will be trained to perform, the duties required by his or her specific role. Furthermore, the organisation will ensure that any sub-contractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

We have a policy of continual improvement, in line with the conditions laid down in ISO 9001:2015. Our Quality Management System will be monitored regularly under our ultimate responsibility with regular reporting of its status and effectiveness at all levels.

I hereby certify that our Quality Management System accurately describes how we meet the requirements of our customers within our organisation, while also meeting the requirements of ISO 9001:2015.

Signed: *Wayne Dale*

Date: 10.01.2024

**Wayne Dale**  
**Managing Director**