



ROBERT GEORGE
SPECIALIST FLOORING

Quality Policy Statement

Robert George Specialist Flooring is based in Watford, and have served household, commercial and industrial names with pride and distinction since 2018. Our core purpose is to provide specialist flooring installations of the highest standard.

This Quality Policy is the written commitment of Robert George to strive towards the highest standard of integrity, safety, and quality, growing our business to one that is reliability consistent in our refusal to accept anything less than our absolute best. Our commitment to the quality of our products, services and performance is set in place to reduce the probability of faulty or inadequate service delivery.

Our promise to deliver a service that does not interfere with our clients' method of operations, has allowed us to refine our techniques to deliver a timely final product, without compromising quality.

Robert George ensures exceptional quality by constantly improving our installations methods and practices, within our core activities and processes. Management and all relevant staff members comply with regulations regarding health and safety, quality, environmental, and ethical matters. This policy is a guideline to meet and ideally exceed the expectations of our clients and projects.

In particular, Robert George commits to:

- Comply with all applicable statutory and regulatory requirements in our daily operations.
- Ensure that all goods and services used in a project have undergone an inspection by both the suppliers and ourselves, to confirm that they are fitting and appropriate for the projects they will be used in.
- Ensure that quality performance assurance and assessments on materials are thoroughly undertaken throughout our supply chain, from product selection to production, delivery and utilisation.
- Provide knowledge on the handling of products to prevent damage or deterioration to all staff, clients, and end-users.
- Keep all products contained within appropriate storage facilities or containment areas, to avoid contamination.
- Ensure that all equipment performs as intended by measuring, testing and calibrating where necessary.
- Create a plan of operations that will guide staff members as to specific project requirements, responsibilities, authorities and purchased materials and services.
- Set out and actively distribute a method statement relating to site operations, instructions, quality control, inspections, testing, administration, and document management.
- Develop a standard process of procedures that mitigate any risks that threaten our high standard of operations.
- Utilise that same standard process to ensure a consistent quality assurance and control management system.
- Actively enhance the skills of management and staff during every project, promoting a culture of perfection and mastery.

Robert George Limited. Robert George Limited. 1st Floor, Building 2, Croxley Business Park, Watford, Hertfordshire, WD18

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- Ensure that all workers are insured and that best safety practices are applied, and that worker identification is upheld at all times.
- Limit manual handling as much as possible, reducing risk factors.
- Encourage the belief that each individual on a team contributes to quality performance.
- Hire workers who can prove that they're competent and adequately trained in the appropriate process of installation or reconstruction.
- Deliver a product that complies with all statutory and regulatory requirements, national and international standards, and codes of practice.
- Deliver a product that, unless otherwise specified by the client, is designed to function and perform in a logical and accessible manner.
- Improve and develop our operation- and management systems in order to achieve continuous quality improvement.
- Constantly improve and develop our commitment to quality management by discussing issues or opportunities for growth within the highest levels of the company.
- Ensure that independent inspections are conducted at all stages, during installation as well as after completion, in accordance with relevant standards.
- Correct and address any concerns or complaints from clients with efficiency and diligence.
- Allocate the responsibilities of quality assessment and improvements to dedicated members of staff, who will enforce all quality standards, from concept to completion.
- Ensure that the information within this policy is widely accessible and communicated to staff and available upon request to all interested parties.
- Implement internal evaluations, including audits, corrective actions, and management reviews, to ensure that quality management systems are actively applied and achieved on every project.
- Review and evaluate the existing quality control and management system at regular intervals and make changes accordingly.
- Exceed client/customer expectations by providing exceptional services that are fit for their purpose and meet project requirements.

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This Policy will be communicated in full to all staff and sub-contractors, who are encouraged and expected to participate in quality improvement practises in all processes; and made easily accessible to our customers and suppliers.

The Managing Director shall review this policy following changes to existing quality control legislation requirements and management systems or on an annual basis. They take full responsibility for the quality practises of Robert George and sign this Policy statement in acknowledgement of this promise.

Signed

Date: 08/11/2023

For and on behalf of Robert George Limited. Jack Findlay – Managing Director

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