



Quality Policy

Diespeker Interiors are committed to providing the highest possible level of quality to our customers. By continually monitoring and improving our processes, products and services we aim to meet and improve our customer satisfaction at all times.

All employees are responsible for quality and the implementation of the Quality Policy and to ensure that the appropriate quality level is achieved within their own areas of responsibility with overall responsibility residing with the Managing Director.

Our Quality Policy is based on the principles of BS ISO 9001:2008. These principles form the basis of our business procedures, processes and policies. Our Quality System enables us to monitor and review projects, organizational performance and client satisfaction thus allowing us to improve customer satisfaction and quality.

We strive to achieve this by:

- Promoting an understanding of our customers' needs and expectations, together with a culture of exceeding customer expectations.
- Developing seamless processes by fully integrating the services provided by our suppliers and partners.
- Monitoring our performance through performance metrics in order to continually improve our processes and services.
- Utilising our ISO 9001 quality management system for all company processes everywhere, every time, without exception.

Dave Smith

Contracts Director, Diespeker Interiors

Jan 1 13

Date