



QUALITY POLICY

Quality Policy

NorthFox Facilities Services Ltd are specialists in Project Commissioning and Completion Services.

The Managing Director is responsible for establishing, maintaining and implementing the system controlling these NorthFox Facilities Services Ltd activities. Through instruction, practical example and training, providing a high-quality Service is the aim of all members of the Company and each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the Organisation.

Equally every employee is responsible for and is trained to perform the duties required by his or her specific role. Furthermore, the Company ensures that any sub-contractors employed for a particular function meets specified requirements and accepts the responsibility for their work.

The organisation has a policy of continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 Standard.

Our Quality Objectives are to provide High Quality Product and Services:

1. To ensure customer satisfaction by delivering services of consistently high quality, measured by Customer reviews and a minimum of Customer issues.
2. Provide appropriate Training for NorthFox Facilities Services Ltd staff through adherence to the Company Training Plan.
3. Implement systems and procedures to drive continual improvement and innovation by engaging staff at all levels.
4. Establish and review Quality and Business objectives, Risks and Opportunities and QMS effectiveness through QMS reviews to improve Customer satisfaction.
5. To continually comply with ISO 9001:2015 requirements and continuously improve the ISO 9001:2015 Quality Management System.
6. Measure our Performance by conducting regular audits and assessments of compliance, reviewing customer feedback, employee satisfaction and business gains and losses.

This Policy is available to all relevant interested parties and is communicated, understood and applied within the Company. The success of the Companies ISO 9001:2015 Quality Management System is maintained by the commitment given to it by the NorthFox Facilities Services Ltd Team.

The Quality System is monitored regularly and is the ultimate responsibility of the Managing Director.

Signed.....MD

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