
QUALITY POLICY STATEMENT

Company: M & F Roofing NW Ltd

Date: 07 Jan 2025

Review Date: 07 Jan 2026



At M & F Roofing NW Ltd, we are committed to delivering high-quality roofing services that meet or exceed customer expectations, comply with legal and regulatory requirements, and reflect our core values of professionalism, reliability, and craftsmanship.

We recognise that quality is fundamental to our long-term success and customer satisfaction. We aim to consistently deliver roofing projects on time, within budget, and to the highest standard.

Our Commitments:

- To maintain a quality management system that meets the requirements of ISO 9001 (or industry best practices where ISO certification is not held).
- To continually improve our processes, workmanship, and service through regular reviews, training, and customer feedback.
- To ensure that all employees and subcontractors are competent, trained, and committed to quality in every job they undertake.
- To use only approved materials, tools, and methods that are suitable for the type and scope of work.
- To monitor customer satisfaction and act on complaints or non-conformities promptly and effectively.
- To ensure that quality objectives are communicated, understood, and integrated into our daily operations.

Responsibility:

All employees of M & F Roofing NW Ltd are responsible for supporting and implementing this policy. Management is fully committed to providing the leadership, resources, and oversight required to ensure quality remains at the forefront of everything we do.

Signed:

Nancy McWilliam

Position: Company Director

Date: 21 July 2025