



## QUALITY POLICY

The objective of Instaspace is to manufacture and deliver quality Modular Building Solutions to Ireland's Educational, Commercial, Medical, Pharmaceutical, Administration and Recreational Sectors.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Maintain a flexible set of driver and warehouse resources
  - Carefully select and work closely with qualified subcontractors who enable it to deliver a “no-hassle” and “no surprises” service to its customers.
  - Strive to improve on quality year on year through its improvement log and management reviews.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
  - Monitor customer satisfaction through review of customer complaints and measurement of repeat business and set objectives for continual improvement
  - Analyse the causes of any complaint or problem and take appropriate action to prevent a recurrence
  - Select and work closely with suppliers who enable the company to create and deliver a reliable performance
  - Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
  - Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
  - Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products and business processes
  - Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
  - Ensure that the company complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed: 

Position: **Operations Manager**

Date: 25/09/2024