

# Quality Policy

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## Introduction & Scope

This policy statement sets out the approach adopted by John Pulsford Associates Limited (JPA Workspaces) to its Quality Management System.

JPA is in the business of Furnishing with Purpose - specification, sourcing, supply, installation and maintenance of furniture products, services and accessories to the contract interiors sectors (Commercial, Educational, Hospitality and Healthcare) with optimal social and environmental value.

Our vision is "to be the trusted, expert provider of sustainable workspace solutions which are better for our people, better for our environment and better for our planet"

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## Objectives & Targets

Management reviews provide the core framework for establishing and reviewing sustainable development objectives and targets with additional reviews being conducted due to other influences such as audits or feedback.

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## Our Commitments

We are committed to the ongoing operation of our quality management system which has been developed to satisfy the requirements and be operated in accordance with the international standard ISO 9001:2015.

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## As a minimum we shall:

- Assign adequate resources to maintain, and develop, the management system
  - Implement controls to comply with relevant legal, statutory obligations and other compliance obligations
  - Continually improve the effectiveness of our management systems typically through the setting of formal objectives & targets
  - Ensure client satisfaction
  - Ensure our human resources have received sufficient training, awareness, and communication for the role they undertake
  - Ensure independence within our auditing processes inclusive of formal assessments which shall be conducted via a UKAS approved assessment body
  - Maintain appropriate documentation and records to demonstrate compliance
  - Make this policy available to interested parties upon request
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## Approval & Review

This policy has been approved by our leadership team to ensure it is appropriate to the nature, scale, and purposes of the business.

It is subject to regular review with a formal update at least once within a 3-year period to ensure continuing suitability.