

COI Properties Group



QUALITY OF PRODUCTS AND SERVICE POLICY

COI Properties Limited (including Combined Office Interiors Ltd & MACOI Ltd) seeks to provide a consistently reliable and trustworthy office furniture supply and installation service to customers based on agreed specifications, costs, and time scales. We are committed to continuous improvement and have established a Quality Management System (QMS) which provides a structure for measuring and improving our companies' performance.

We strive to achieve loyalty and business growth working in partnership and co-operation with our customers to help them achieve their objectives. To enable us to competently achieve this we have procedures that we have developed which assist us to deliver high-quality solutions and continuous improvement throughout our business. These procedures include:

- Customer feedback and customer complaints procedure
- selection and performance monitoring of new and existing suppliers against set criteria
- internal and external training and development for our employees
- regular audits of our internal processes & procedures
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback, complaints, and employee suggestions for improvement

The management team is committed to continual improvement of COI Properties Limited (and associated businesses) operations and services, ensuring full legal and industry compliance of products and to conduct all business operations by following ISO9001: 2015 requirements.

Although the companies' Directors has ultimate responsibility for the quality, all employees have a duty within their own areas of work to help ensure that quality is rooted within the whole of the company. Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees with our policy statement also outlined in key information packs provided to all employees, contractors, and available to other interested parties.

A handwritten signature in black ink, appearing to read 'Darren Griffin'.

Darren Griffin – Managing Director

A handwritten signature in black ink, appearing to read 'Sally Smith'.

Sally Smith – Administration Director

A handwritten signature in black ink, appearing to read 'Julie Read'.

Julie Read – HR & Procedures Director

