

## Quality Policy

Carroll O'Keeffe & Co Ltd. has implemented an internal quality system, it provides customers with products and service to a level of quality that consistently conforms to contract and statutory requirements. In order to achieve this Carroll O'Keeffe & Co Ltd have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business; -

1. Source all products from reputable suppliers ensuring all products are CE certified and all products are submitted to the client for approval prior to use.
2. We use only qualified trades people who are constantly evaluated throughout the project to ensure work is of a very high standard.
3. Regular gathering and monitoring of customer feedback.
4. A customer complaints procedure.
5. Selection and performance monitoring of suppliers against set criteria.
6. Training and development for our employees.
7. Regular audit of our internal processes.
8. Measurable quality objectives which reflect our business aims.
9. Management reviews of audit results, customer feedback and complaint.

It is the prime objective of Carroll O'Keeffe & Co Ltd. to continuously improve the service provided to our customer and the work methods within our company.

The continuing success of the company is based on staff commitment to Quality and the involvement in Quality improvements.

Signed on behalf of Carroll O'Keeffe & Co Ltd



Date 04/07/2023

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