

# Quality Management Policy

## 1. Policy Statement

Rosbo LTD is committed to delivering high-quality roofing, carpentry, and skylight installation services that meet or exceed client expectations while complying with all statutory, regulatory, and contractual requirements.

We recognise that consistent quality is essential to maintaining our reputation, securing repeat business, and achieving continual improvement.

We are committed to:

- Providing workmanship of the highest professional standard
- Meeting agreed specifications and contractual requirements
- Ensuring compliance with applicable legislation
- Preventing defects through planning and supervision
- Continually improving our processes

This policy applies to all employees, subcontractors, and suppliers engaged by Rosbo LTD.

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## 2. Quality Objectives

Rosbo LTD aims to:

- Deliver projects on time and within agreed scope
- Maintain high levels of client satisfaction
- Reduce rework and defects year-on-year
- Ensure clear communication with clients
- Maintain full compliance with building and safety regulations
- Improve operational efficiency through structured review

Performance against these objectives will be reviewed annually.

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## 3. Scope of Quality Management System (QMS)

The Quality Management System applies to:

- Roofing installations and repairs
- Skylight installation
- Carpentry works

**Rosbo LTD T/A Rosbo Roofing, Carpentry & Skylights**

4 Western Road

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- Property maintenance
  - Project planning and supervision
  - Supplier and subcontractor management
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## 4. Compliance & Regulatory Requirements

Rosbo LTD ensures compliance with:

- Building Regulations (as applicable)
- Contractual requirements
- Health & Safety legislation
- Consumer protection requirements
- Industry best practice standards

All works are carried out in accordance with manufacturer specifications and recognised trade standards.

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## 5. Roles & Responsibilities

### Director

The Director has overall responsibility for:

- Implementation of the Quality Management System
- Ensuring adequate resources are available
- Monitoring performance and improvement
- Reviewing complaints and corrective actions

### Site Supervisors

Responsible for:

- Ensuring works follow specifications
- Conducting quality inspections
- Ensuring compliance with RAMS
- Monitoring subcontractor performance

### Employees & Subcontractors

Responsible for:

- Delivering work to agreed standards
- Following specifications and instructions
- Reporting defects or issues promptly

- Maintaining professional conduct
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## **6. Contract & Project Control**

### **6.1 Enquiry & Quotation Process**

- Client requirements are clearly identified
- Site visits conducted where necessary
- Scope of work defined in writing
- Quotations issued with clear specifications
- Assumptions and exclusions stated

### **6.2 Pre-Start Planning**

Before commencement:

- Materials confirmed
  - Programme agreed
  - Risk assessments completed
  - Client expectations clarified
  - Access and logistics agreed
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## **7. Supplier & Subcontractor Management**

Rosbo LTD selects suppliers and subcontractors based on:

- Competence and experience
- Relevant qualifications
- Insurance coverage
- Reliability and quality history

We:

- Monitor subcontractor performance
  - Provide clear specifications
  - Remove suppliers who consistently underperform
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## **8. Workmanship Standards**

All works must:

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- Follow manufacturer installation guidance
- Meet industry best practice
- Be structurally sound and weatherproof
- Be visually acceptable and professionally finished
- Comply with agreed project specification

Inspection stages may include:

- Pre-start inspection
- Mid-project inspection
- Final inspection before sign-off

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## **9. Inspection & Quality Control**

Quality is controlled through:

- Supervisor site visits
- Director oversight where required
- Client walkthrough inspections
- Defect identification and rectification

No project is considered complete until:

- Final inspection has been completed
- Client satisfaction confirmed
- Any snags addressed

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## **10. Defect & Non-Conformance Management**

Where defects or non-conformance arise:

1. Issue is recorded
2. Root cause identified
3. Corrective action implemented
4. Preventative measures considered

Recurring issues are reviewed during annual policy evaluation.

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## **11. Customer Communication & Feedback**

Rosbo LTD values client feedback and aims to maintain transparent communication.

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We:



- Provide clear timelines
- Inform clients of delays
- Respond to enquiries promptly
- Operate a formal Complaints Procedure

Customer feedback is reviewed to identify improvement opportunities.

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## 12. Documentation & Record Control

We maintain appropriate records including:

- Quotations
- Contracts
- Risk assessments
- Method statements
- Waste documentation
- Inspection notes
- Complaint records
- Training records

Documents are stored securely and retained in accordance with legal requirements.

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## 13. Training & Competence

We ensure that:

- All operatives hold appropriate CSCS cards where required
- Training is provided for Working at Height
- Asbestos awareness training is maintained
- First Aid provision is available
- Ongoing skills development is encouraged

Competency is reviewed regularly.

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## 14. Continuous Improvement

Rosbo LTD is committed to continual improvement through:

- Annual review of this policy

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- Analysis of customer feedback
- Monitoring defect trends
- Reviewing subcontractor performance
- Evaluating operational efficiency

Improvements may include:

- Updated procedures
- Additional training
- Supplier changes
- Equipment upgrades

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## **15. Risk-Based Thinking**

We proactively identify risks that may affect quality, including:

- Weather conditions
- Material shortages
- Subcontractor availability
- Access constraints
- Design or structural uncertainties

Mitigation measures are implemented during planning stages.

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## **16. Complaints Handling**

Complaints are handled in accordance with our Complaints Procedure:

- Acknowledged within 3 working days
- Investigated promptly
- Resolved fairly
- Recorded for improvement review

We aim to resolve all complaints professionally and efficiently.

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## **17. Review & Monitoring**

This Quality Management Policy is:

- Reviewed annually
- Updated following significant operational changes

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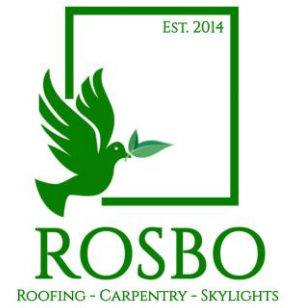
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- Revised if regulatory changes occur
- Reviewed after serious quality incidents



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## **18. Commitment Statement**

Rosbo LTD is committed to delivering reliable, compliant, and high-quality roofing, carpentry, and skylight services through structured management, skilled workmanship, and continuous improvement.

Quality is the responsibility of every individual working for or on behalf of Rosbo LTD.