

QUALITY POLICY

Magicman is the UK's premier damage repair and restoration service. Established in 1993 and operating across the UK, we have developed a range of innovative techniques for repairing damage such as scratches, dents, chips, burns and stains to all types of external and internal surfaces - wood, metal, UPVC, stone, ceramic, laminate, granite, marble and even glass. The standard of finish achieved by our technicians is such that the repair is virtually impossible to detect. The organisation has taken into consideration the context of its own organisation and the needs and expectations of interested parties supporting its strategic direction.


The organisation will:

Ensure that customer needs and expectations are determined and fulfilled or exceeded with the aim of achieving customer satisfaction. We will operate a system that fully complies with all regulatory and legal requirements, ISO 9001- 2015 Standard and our own Quality Management System.

The management will:

- Establish objectives at various levels and functions throughout the business and ensure continued monitoring of these objectives;
- We will be committed to continually improving our Quality Management System; and
- Ensure that the policy is communicated, understood and applied within the organisation at all levels;

The Quality Policy will be maintained as documented information, monitored and reviewed to ensure on going suitability and updated accordingly. The organisation shall ensure that the Policy is communicated to all relevant interested parties as appropriate.

Signed 
 Position cto

Name MARK HENDERSON
 Date 22/01/18

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