


This document and the information contained herein are the property of The Window Repair Company and MUST NOT be reproduced or otherwise disclosed without prior consent in writing. The electronic PDF version of this document (held on the IMS) is the master and deemed to be current. All printed and shared copies are uncontrolled.

Release Date:	18 November 2025	Approved By:	Andrew Ward
Review Due:	18 November 2026	Signature:	
Reference Standards:	ISO 9001:2015 - Quality Management Systems		

Policy Statement

The Window Repair Company is a quality-driven organisation with a corporate vision to provide innovative window repair and glazing services to our clients. Our management system complies with all relevant legislation and aligns with recognised quality management principles, including ISO 9001:2015.

The Window Repair Company is committed to exceeding the expectations of our customers, employees, and stakeholders by:

- Delivering high-quality window repair, glass replacement, and related services in accordance with agreed specifications and contractual obligations.
- Maximising value for clients and stakeholders while effectively managing risks and providing cost-efficient, best-practice solutions.
- Ensuring all services are completed on time, within budget, and to the agreed quality standards.
- Promoting a culture of quality and continuous improvement through training, awareness, employee involvement, and consultation with relevant parties.
- Maintaining proactive engagement with customers to identify opportunities for improvement and enhance delivery service.
- Establishing measurable quality objectives and KPIs annually and reviewing them to ensure they remain relevant and effective.
- Operating a structured internal audit programme to monitor compliance with all relevant legislation, codes of practice, and internal processes.
- Maintaining accurate records demonstrating compliance with legislation, standards, and The Window Repair Company quality management procedures.

The Window Repair Company - Internal This document is uncontrolled when printed	Reference:	POL-001	Version:	1.0
	Created By:	Adele Morrough	Page No:	1 of 2

This Policy is communicated to all employees, suppliers and sub-contractors and is made available to interested parties.

Related Documents

The document below relates to this policy and its requirements.

Reference	Title / Description	Document Location
1	PROCED28 IMS Manual	Company Drive

Version Control

Policy documents shall be reviewed by the author every 12 months.

Version	Release Date	Details of Change(s)	Author	Reviewed By
1.0	18 Nov 2025	Original Version	Adele Morrough	Andrew Ward