

Quality Policy

Higgins Coatings seeks to achieve a sustainable, profitable growth by providing commercial painting and building services which consistently, and where possible go beyond, satisfying the needs and expectations of its customers.

This policy indorses our commitment to fulfil the requirements and expectations of its customers by providing exceptional commercial painting and building services. Higgins is dedicated to ensuring all employees shall work in a manner to satisfy all objectives. This policy and associated Integrated Management System (IMS) outline how Higgins will satisfy the requirements of ISO 9001:2008. It is applicable to all of our operations and covers all our products and services. Design and Development (7.3) and Control of Monitoring and Measuring Equipment (7.6) activities are not performed at Higgins therefore these sections are excluded.

Our Quality Policy focuses on many objectives, the primary being:

- Through the adoption of a systematic process of procedures through the Integrated Management System (IMS) that directly reflect the responsibilities of Higgins to existing customers, potential customers and other authorities;
- This policy will be achieved through the unified approach of all employee and contractors within the company who are individually responsible for the quality of their work, resulting in a continually improving standard of quality throughout the company;
- To achieve and maintain the required quality standards the Managing Director retains responsibility for the IMS with the development and running of the systems controlled by the National Operations Manager,
- Higgins will continually develop and enforce policies, procedures and practisers in line with the Quality Standard ISO 9001.
- Achieving a high standard of workmanship with a dedication to improving strong customer loyalty whilst minimising the waste on projects completed
- Communicating regularly and openly on the nature of our activities and reporting progress on performance to staff and customers

The quality policy will be considered when preparing overall company policies related to the business operations to ensure that all policies are consistent and supportive of each other. Continual improvement is implemented through the corrective and preventive action system, management reviews, internal quality audits and other related quality planning procedures. Higgins recognise that the most effective quality objectives are tied to the financial and business objectives of the company, to the company's accepted obligations to its customers and to the company's regulatory objectives.



Gerard Higgins
Managing Director