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# Quality Policy Statement

24-25

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				DATE:	04/12/2024
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				APPROVED BY:	Paul White



**Rapidfix Ceilings & Partitions Ltd  
Quality Policy Statement  
2025**

**Rapidfix Ceilings and Partitions Ltd** was established in November 2015 to Supply and install of partitions for internal fit out packages works to the Construction Industry. We are based in Manchester and employ 6 people.

We use various trades that undertake similar works across projects. The quality requirement however will differ as requirement from standards compliance, regulation and Client requirements. The general trades conduct the following;

- ❖ SFS (Steel Framing System)
- ❖ Fixing
- ❖ Drylining
- ❖ Tape and Joint
- ❖ Fireproofing
- ❖ Plastering / Rendering
- ❖ Spray Plastering

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

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We use our own in-house system for monitoring Quality within the company, which is with regards to the internal partitioning, SFS, drylining, tape / joint – spray plastering and firestopping activities.

As part of pre-tender and via the Pre-Construction / Construction and site works we develop a Quality Inspection and Test Plan Manual (QITP)

Within this manual we also have the specifics a how we will actually capture records that align with how we will build the internals and protect the services (firestopping) in conjunction with our plans.

- ❖ **QITP (plan)**
- ❖ **QCC (plan)**
- ❖ **Activity QCC records (Golden Thread)**

During our recording cycle we ensure that there are common hold points and sign off and acceptance points. Internal Monitoring shall be completed in order to ensure that plans and standard collation of records in a timely manner are in place and accurate.

We then as part of collaboration link or record this with the Principal Contractors System.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

This will be completed throughout the whole planning and build process from manufacturers design and build to information added from the Clients Duty Holders such as Architects. This

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will be held electronically in order that it is accessible as required for RCP and all parties going forward in application of the **Golden Thread**.

**Rapidfix Ceilings and Partitions Ltd** shall apply the ethos of the **Building Safety Act** and associated legislation in such a way as have demonstrable and measured system that apply to the quality of workmanship, compliant activities of build that meet the quality assurance levels.

**Rapidfix Ceilings and Partitions Ltd** shall work closely with all parties to ensure that any improvements are effective and integrated to align with their systems. Any non-compliances shall be dealt with in an effective manner and gap analysis shall be ongoing.

All **Rapidfix Ceilings and Partitions Ltd** personnel with responsibilities shall also have the Skills Knowledge, Experience and Training along with operational capability to discharge and execute all plans for quality in an accurate and effective manner.

**Rapidfix Ceilings and Partitions Ltd** work closely with Principal Contractors, Principal Designers, Designers, and other contractors in collaboration to ensure quality is maintained from planning through to handover and beyond.



We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Internal auditing checks from **Rapidfix Ceilings and Partitions Ltd** management to ensure consistency.
- Regular gathering and monitoring of customer feedback.
- Selection and performance monitoring of suppliers against set criteria.
- Training and development for employees and verification of sub-contractors to meet the quality requirements.
- Planned and random audits of projects at all stages for compliance
- Measurement and performance shall be against the latest Quality Plans
- Ongoing validation via designated checklists for QCCs shall be completed systematically for each project.
  - These shall be on a cloud-based system where live information and history shall be available at all times.

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- Where required upon completed stages Pdf records of the QCC shall be recorded on both RCP and Main Contractors systems as part of the Golden Thread of information.
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, feedback, and complaints
- Our internal procedures are reviewed regularly and are held in a Quality Inspection and Test Plan (QITP) Manual which is available to all employees.
- Site monitoring is completed in an ongoing basis in conjunction with the Principal Contractor and external Quality Assurance Bodies
- RCP shall update all templates on the QCC system for each project in order that it aligns closely to the Main Contractor and Clients requirements.
- Within QCC records any indicative critical dimensions, products or other items that need to be measured or recorded in a specific way shall be done by the way of specific area, dimensions and products.
- This will also be part of agreed hold and acceptance points during collation of records in the live cloud-based system.

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## QUALITY POLICY STATEMENT

**This policy** statement is communicated in all forms to ensure that employees and sub-contractors are fully aware of its content and requirement.

We shall endeavour to look at ways to simplifying our processes and look at ongoing improvements that are aimed at continual improvement. **These are in compliance with CDM 2015 and Building Safety Act 2022 requirements – including amendments.**

The current systems on sites and projects shall be aligned specifically as required but shall be maintained in such a way that from Directors downward all personnel will have a responsibility for Quality.

**The Contract Manager** will ensure that Quality Records are maintained on respective Projects at all times in line with agreed timescales and plans for the project. They shall also record that compliance and records are in place and the Project Teams including Site Managers are completing QCCs.

**The Project Manager** shall ensure that agreed Quality Checks / Templates are planned and completed in a timely manner and any issues are recorded and resolved.

**The Site Managers (Nominated deputies)** shall ensure that Quality Records are recorded and saved within folder **Quality 2.2 and subsequent sub-folders on the RCP servers.**

This will provide and standardised and professional recording tool and system specifically for quality.

This shall be via ongoing proof that will be recorded in Principal Contractor systems and on the Safety Culture cloud platform for RCP Ltd to give a consistent approach to a **“right first time”** principal.”

We shall use indicators to show that quality performance is as required. Any changes or downward trends shall be investigated as per any other **non-conformance** with the required remedial measures being put in place that get to the root of the problem on projects or in our supply chain.

Regular or random audits of the system and records shall be performed to verify the integrity of the **Quality Policy** and associated procedures.

It is the intention and objective of **Rapidfix Ceilings and Partitions Ltd** all to ensure that Quality is embedded within the whole of the company and any sub-contractors.

Reviews shall also be undertaken at regular / ongoing intervals with all sub-contractors that cover quality and workmanship.

**Signed:** 

**Name:** Paul White  
**Position:** Operations Director (**Rapidfix Ceilings and Partitions Ltd**)  
**Date:** 04/12/2024  
**Next Review:** 04/12/2025

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