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AIS Policy Documents

Quality Policy

Rev. 13

12/03/2026

ais-interiors.com

Introduction

AIS Group Companies Limited ("AIS") Design, Project Manage, Refurbish, Fit-Out, Maintain and provide Facilities Management for existing premises.

We aim to consistently provide our Clients with a package of services and products that exceed their requirements and expectations. We are committed to the continual improvement of our quality management system to ensure we provide our Clients with Best Practice, Innovative, Timely and Honest advice and solutions.

Pursuit of our objectives is focused through the Company's Quality Management System, which adheres to ISO 9001:2015 and seeks to ensure our operations are always conducted in a controlled and professional manner.

AIS will:

- Maintain the Quality of our services and products through Board Level Sponsorship:
 - Review, discuss and strategise Quality Issues at Bi-Monthly Board Meetings
 - Allocate a Board Director responsible for Quality to every project
- Deliver Refurbishment, Fit-Out or Small Works contracts:
 - On programme
 - To conform to current & known statutory requirements
- Actively encourage and seek feedback from our Clients, Business Partners and Associates to assess the performance of our services and products. Attain a Client Approval rating of excellent and resolve Client complaints within an agreed timescale.
- Provide sufficient information, instruction, training and supervision to enable all employees to take ownership, manage and continuously improve the quality of our products and services.
- To hold supplier reviews at the end of every project to ensure that we have a competent and high quality supply chain.

In addition to our quality commitments we have a framework to set and periodically review our quality objectives against which we shall measure our performance.

The achievement of high quality and consistency calls for a systematic, disciplined approach and the total commitment of all employees to meet the Company's objectives. Our Business is fluid and our Quality System is designed to be continually modified, altered, updated and improved as the requirements of our Clients change and the commercial office Interiors market place evolves.



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12/03/2026



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