

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 continued success of the Company is based on a drive to continually improve the quality of its products and services.

The Company aims to achieve the above by: -

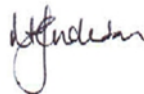
- Implementing an Integrated Management System (IMS) that complies with the international standard on quality BS EN ISO 9001.
- Striving to meet and exceed the requirements of our clients and customers.
- Complying with our legal, regulatory, and other obligations and duties.
- Engaging and building relationships with our key suppliers and customers.
- Delivering H&S, Quality, Operational and Business-related objectives and targets.
- Providing training, support and resources to enable employees to develop and flourish.
- Fostering a culture where all employees feel they can contribute to the process of change and improvement.

All employees have a responsibility to deliver high quality work and to implement the procedures and policies contained within the Company's IMS

This policy will be documented and communicated to all our employees and relevant interested parties and be subject to annual review.

Signed by: Mark Henderson CEO

Date: 27.10.2023



Prepared By	Reviewed By	Approved By	Version 1
Susie Wall	Poppy Henderson	Mark Henderson	October 2023