



GRAND INNOVATIONS

DESIGN & BUILD · SURREY & LONDON

COMPANY POLICY · GI-POL-04

Quality Management *Policy*

How we deliver right-first-time workmanship on every project, guided by the principles of ISO 9001:2015 and backed by independent customer reviews.

VERSION

1.0

ISSUE DATE

14 April 2026

REVIEW DUE

14 April 2027

POLICY OWNER

Conor Doran, Director



POLICY STATEMENT

Grand Innovations Surrey Ltd, trading as Grand Innovations, is a design-and-build home improvement contractor registered in England and Wales (company number 15788779). We operate from New Haw, Surrey and serve Surrey and London. We design and deliver kitchens, house extensions, loft and garage conversions, full renovations and refurbishments, windows and doors, bathrooms, and light commercial fit-out. The company was incorporated in June 2024. The team behind it has practised its trade together since 2014, and this policy formalises the working standards built over that period.

This policy sets out how we manage quality. It is informed by the principles of ISO 9001:2015 (customer focus, leadership, a process approach and continual improvement), although we do not hold, and do not claim, certification to that standard. In place of certification, our quality system relies on direct accountability. A dedicated project director personally manages every project, clients deal directly with the person responsible for their job, and transparent weekly billing keeps progress and cost visible throughout.

Conor Doran, Director, is the accountable owner of this policy. He is responsible for ensuring it is applied on every project, for providing the resources needed to deliver it, and for reviewing it at least annually, or sooner where changes in our work, in the law or in client feedback show it needs to improve.

Conor Doran

Conor Doran

Director, Grand Innovations Surrey Ltd

14 April 2026

Next review: 14 April 2027

1. Scope

This policy applies to all works designed, managed and delivered by Grand Innovations Surrey Ltd across our full range of services, from single-room installations to whole-house renovation and light commercial fit-out. It covers every stage of a project: enquiry, site survey, design, the written cost proposal, delivery on site, snagging, formal handover and aftercare.

It applies equally to our directly employed core team and to every vetted specialist subcontractor working under our control. Anyone working on a Grand Innovations project works to this policy.

We maintain appropriate Public Liability and Employers' Liability insurance, and evidence of cover is available on request.

2. Our Quality Objectives

We keep our objectives practical, so that performance against them can be checked on every project:

- **Right first time:** work is planned, set out and carried out so that rework is rare.
- **Deliver what was agreed:** the scope, specification and programme in the written cost proposal, with any variation priced and agreed in writing before it is carried out.
- **Comply on every job:** meet the Building Regulations 2010, relevant British Standards and manufacturer installation instructions, and obtain all required statutory approvals and certificates.
- **Hand over clean:** no outstanding snagging items at formal handover.
- **Resolve every complaint:** acknowledged promptly, investigated properly and resolved fairly.
- **Keep improving:** lessons from every project, review and piece of feedback are fed back into how we work.

The Director sets these objectives and reviews performance against them as part of the annual review of this policy.

3. Responsibilities and How We Deliver Quality

Responsibility for quality is assigned as follows:

Role	Quality responsibility
Director (Conor Doran)	Accountable owner of this policy. Sets quality objectives, provides resources, reviews performance at least annually, and is the final point of escalation for complaints.
Project director	Day-to-day management of the assigned project: stage inspections, coordination of trades, supervision of subcontractors, client communication, snagging and handover.
Directly employed trades	Carrying out work right first time, to the specification, the Building Regulations and manufacturer instructions, and raising problems as soon as they arise.
Specialist subcontractors	Working to this policy and to their statutory registrations, and providing the required certification for their work.

Four working practices support these responsibilities:

- **A dedicated project director on every job.** Every project is personally managed, day to day, by a named project director. Clients always know who is running their job and can reach them directly.
- **Clear scoping and written cost proposals.** Before work starts, we survey the property, agree the detail and issue a written cost proposal setting out exactly what is included. Variations are priced and agreed in writing before they are carried out.
- **Transparent weekly billing.** Clients see what they are paying for as the work progresses, week by week, which keeps cost, progress and quality open to scrutiny throughout the project.



- **A single point of contact.** Decisions are made quickly by someone with the authority to make them, so problems are resolved on site without delay.

4. Workmanship Standards and Compliance

All work is carried out to comply with the Building Act 1984 and the Building Regulations 2010, with building control applications, notifications and completion certificates obtained wherever the work requires them. We comply with the dutyholder and competence requirements introduced into the Building Regulations 2010 under the Building Safety Act 2022, and appoint only people with the skills, knowledge, experience and behaviours appropriate to the work they undertake. Projects are planned and managed in accordance with the Construction (Design and Management) Regulations 2015.

We work to the relevant British Standards for each trade. Electrical installations are designed and installed in accordance with BS 7671 (Requirements for Electrical Installations), and notifiable domestic electrical work is carried out by electricians registered with a government-authorised competent person scheme or certified through building control, meeting the requirements of Part P of the Building Regulations. All gas work is carried out only by Gas Safe registered engineers, as required by the Gas Safety (Installation and Use) Regulations 1998.

We follow manufacturer installation instructions for every product and system we fit, so the work performs as designed and product warranties remain valid for our clients.

5. Competent People, Materials and Suppliers

Competent people

Our core team is directly employed, works to our standards every day, and is supervised on site by the project director. Specialist subcontractors are vetted before first engagement: we check qualifications, statutory registrations (such as Gas Safe registration for gas engineers and competent person scheme registration for electricians), insurance and references. We re-check registrations and insurance periodically and review subcontractor performance on every project. Those who do not meet our standards are not re-engaged. Work that the law reserves for registered specialists is only ever carried out by people holding the required registration.

Materials and suppliers

Materials are specified in the written cost proposal, selected to be fit for purpose and compliant with the Building Regulations, and sourced from established suppliers with a proven record. Substitutions are made only with the client's written agreement. Deliveries are checked on receipt, and materials are stored and handled in line with manufacturer guidance so that nothing substandard reaches the finished work.

6. Inspections, Handover, Defects and Complaints

The project director inspects work at key stages throughout the build, in particular before any work is covered up, so defects are caught early while they are still easy to put right. As completion approaches, we

walk the project with the client, record every snagging item and clear the list before formal handover. At handover the client receives the relevant statutory certificates, guarantees, manufacturer warranties and operating instructions for their project.

If a defect in our workmanship emerges after handover, we put it right promptly and at no cost to the client. Where our client is a consumer, we honour our obligations under the Consumer Rights Act 2015 in full. Complaints go directly to the Director. They are acknowledged promptly, investigated properly and resolved fairly. As a member of the Federation of Master Builders (FMB), we can also offer clients access to the FMB's dispute resolution service if a matter ever remains unresolved.

We invite every client to leave honest, public feedback. Our vetted and reviewed profile on Checkatrade, and our reviews on Trustpilot and Google, give independent evidence that this policy works in practice.

7. Records, Monitoring and Annual Review

Every project has a controlled record: the written cost proposal, drawings and specifications, written variations, weekly invoices, inspection and snagging records, and statutory certificates. The current version of each document is the one used on site; superseded versions are withdrawn. Records are retained after completion so that we can support guarantees, aftercare and any future work on the property.

We monitor quality throughout the year. We ask for customer feedback on every project, track our independent reviews, and log every complaint or defect with its cause and the action taken. The Director, Conor Doran, reviews this policy, our objectives and our performance (including feedback, defects, and subcontractor and supplier performance) at least annually, and communicates any changes to the whole team. Accountability for quality on every Grand Innovations project rests with the Director.

DOCUMENT CONTROL

Version	Date	Description	Approved by
1.0	14 April 2026	First issue	Conor Doran, Director