

Acme Fence Company
Quality Management Plan

Quality Policy

Acme Fence Company is committed to customer satisfaction by providing durable, attractive fences at competitive prices. In order to do this we:

1. Provide estimates that include photographs of fences identical to or similar to what the customer is buying.
2. Always have two or more fencing material suppliers in order to keep prices down and secure only high quality materials.
3. Make sure installation teams match at least one senior worker with at least one entry-level worker to maintain high levels of expertise at reasonable cost.
4. Offer the customer an opportunity to conduct a pre-payment inspection with on-the-site corrections
5. Customers will always be offered the opportunity to fill out satisfaction questionnaires after a job is complete in order to support continuous improvement efforts.
6. Stand behind our work with a one-year workmanship warranty.

Management Responsibility

Responsibility for ensuring the quality policy is enforced is as follows:

1. The sales manager will maintain a library of photographs for use in estimates.
2. The materials supply manager will ensure multiple suppliers are always engaged.

3. The operations manager will schedule teams with appropriate experience mixtures.
4. The site installation manager will walk the customer around the fence after it is constructed and provide the customer with an opportunity to identify defects, which will be corrected on the spot before payment.
5. The sales manager will make sure the satisfaction questionnaires are offered to customers by the sales representatives and ensure that feedback is incorporated into the company processes as appropriate.
6. The sales manager will deliver a 1-year workmanship warranty with the feedback questionnaire.