



FLAMESTAR LTD

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Quality Management Policy

Trading as Crestone Property Maintenance

Document Title	Quality Management Policy
Document Reference	FLS-QM-POL-022
Version	1.0
Issued By	Amandeep Singh, Director
Date of Issue	June 2026
Next Review Date	June 2027
Applies To	All directors, employees, operatives, sub-contractors, agency workers and visitors

1. Purpose

This policy defines the commitment of Flamestar Ltd (trading as Crestone Property Maintenance) to deliver consistent, high-quality construction and property maintenance services that meet client requirements, statutory standards and the principles of ISO 9001. It supports continual improvement across all areas of the business.

2. Scope

This policy applies to all works, services and projects delivered by the Company, including void refurbishments, responsive repairs, planned maintenance, damp and mold remediation, kitchen and bathroom replacements and roofing work, and to all directors, employees, operatives and sub-contractors.



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3. Responsibilities

- The Director (Amandeep Singh) is responsible for the quality management system, setting quality objectives and providing resources.
- Site supervisors and operations staff are responsible for delivering work to specification and carrying out quality checks.
- All operatives and sub-contractors are responsible for the quality of their own work and reporting defects.

4. Quality Policy Statement

Flamestar Ltd is committed to:

- Understanding and meeting client and statutory requirements first time, every time.
- Operating a quality management system based on the principles of ISO 9001.
- Setting and reviewing measurable quality objectives.
- Using competent, trained and accredited personnel.
- Continually improving processes, reducing defects and learning from feedback.

5. Quality Procedures

5.1 Planning

- Works are planned with clear specifications, method statements and risk assessments (RAMS).
- Materials and sub-contractors are selected against quality and competency criteria.

5.2 Delivery & Inspection

- Work is carried out to agreed standards and inspected at key stages.
- Site inspections and quality checks are recorded, with defects logged and rectified.

5.3 Handover & Feedback



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- Completed works are signed off against specification before handover.
- Client and resident feedback are captured and used to improve service.

6. Monitoring & Continual Improvement

Quality performance is monitored through inspections, defect records, complaints and client feedback. Non-conformances are investigated to identify root causes and prevent recurrence. Quality objectives and performance are reviewed regularly by the Director.

7. Compliance & Legal Statement

This policy aligns with the principles of ISO 9001 and relevant construction standards and Building Regulations. It is implemented alongside the Company's Health & Safety and Environmental Management policies.

8. Review & Monitoring

This policy is reviewed annually, or sooner if business or standards change. It was issued in June 2026 and is next due for review in June 2027.

Authorization & Sign-Off

This policy has been authorized and approved for issue by the Director of Flamestar Ltd.

Approved by:	Amandeep Singh
Position:	Director
Signature:	<i>Amandeep Singh</i>