

Quality Management Policy Statement

Industraheat is committed to the delivery of quality throughout all the activities it undertakes in contracts and projects for the service, repair and installation of heating, air conditioning and ventilation.

We deliver on this commitment by:-

- Undertaking these activities in accordance with Quality Management Procedures that are appropriate to the activities being undertaken and reflect recognised industry best practice.
- Providing and equipping all staff to be able to gain full access to these Quality Management procedures at all times and in all working environments.
- Setting, reviewing and monitoring and communicating quality objectives.
- Ensuring that all personnel understand their roles and the procedures that they are required to operate in the delivery of their responsibilities and that they will be provided with the necessary resources and empowerment to discharge their duties effectively.
- Working with Customers and suppliers to understand their needs and to establish and maintain the highest quality standards.
- Provide training for all personnel in the operation of Quality Management procedures that are relevant to their role and responsibilities.
- Requiring all staff to operate in accordance with Quality Management procedures relevant to their role in the business.
- Ensuring that all works and services delivered on our projects are in accordance with the Quality Standards set out in these procedures, and having established when appropriate, representative standards of workmanship via sample areas and panels.
- Giving all staff the opportunity to contribute to the continuous improvement and effectiveness of Quality Management systems and procedures.
- Reviewing and revising this policy as necessary at regular intervals.

To assist in delivering these policy commitments all Industraheat projects are operated in compliance with our Quality Management System.

Date of Last Review: March 2016

Signed



Date

1st March 2016

Collin Wheeler, Senior Partner - Industraheat

