

Quality Management System	Q-01 Issue 4
Quality Policy	Last revised 19-11-2017

Vision

It is our aim to be the leading name in the design and manufacture of industrial and commercial water cooling equipment, to assist a growing customer base in any way we can and to grow our team of employees. We plan to achieve this through the training of current and future staff, implementing technological advances of our supply chain, continuing our process of constant R&D and improving our top-class quality system.

Policy

The principle objective of the Quality Assurance Policy, is to assure that a high quality of product and service is provided to our customers, by promoting a “customer first” culture.

Senior Management recognise the critical contribution of the Quality Management System to customer satisfaction and the success of the business and is committed to supporting its continual improvement.

Senior Management will ensure that applicable statutory, regulatory and agreed customer requirements are satisfied.

Quality objectives are a key tool in the pursuit of excellence. These are set and updated by Senior Management and reviewed on a regular basis, taking into account the KPI data presented during Quality Management System Review meetings.

All personnel have a responsibility for quality. Employees are encouraged to contribute to improving our product quality and the service to our customers.

Scope of the Quality Management System

“The design and manufacture of an efficient, environmentally friendly and flexible range of Air Blast Coolers, Adiabatic Coolers, Packaged Free Coolers and Pump Sets.”



Nick Bound
Managing Director