

QUALITY POLICY STATEMENT

Coolair Equipment Ltd is one of the UK's leading commercial air conditioning companies, with three divisional offices - North, Midlands and South.

The principal scope of the company is:

To design, supply, install & commission commercial air conditioning systems.

The Quality Policy of the company is:

- To provide excellent customer satisfaction through the provision of high quality levels of service, design and installation.
- To implement defined management systems, in compliance with the requirements of the international Quality Management System ISO 9001:2008 and to be accredited through a UKAS authorised certification authority.

The requirements of the above policy will be achieved through the following:

- The provision of development and training to staff, together with effective communication, so that we continue to provide maximum levels of quality service.
- The monitoring and reviewing of the Quality Management System, so as to ensure continual improvement, effectiveness and compliance with the standard.
- Establishing all customer requirements (including regulatory and statutory requirements and to consider organizational environment when implementing the quality management system) and ensuring that we comply with them at all times.
- The establishment of Quality objectives, and periodic review of targets, so as to ensure continual improvement in systems and service levels.
- The provision of all necessary resource so as to ensure the effective implementation of our Quality Management Policy.

The Quality Management System includes the Quality Management Procedures and processes and all employees shall abide by its content.

The Policy is subject to continual review so as to ensure that it remains effective and compliant with the requirements of the standard.



John Otterson

MANAGING DIRECTOR
Coolair Equipment Ltd.

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