



## **HVAC & Refrigeration Engineering Ltd.**

### **Quality Policy**

HVAC & Refrigeration Engineering Ltd. is committed to providing services which will meet the needs of the Company and its clients. Employees of the Company are given both individual and collective responsibility for the achievement of the objectives of this policy.

Quality objectives are established, implemented and reviewed through the Management Review Process. This process is also used to monitor the effectiveness of the Business Management System on a regular basis which HVAC & Refrigeration Engineering Limited is committed to continually improving.

The Business Management System is built upon a number of straightforward business processes so that it is easily understood and effectively implemented by all personnel within the Company.

#### **HVAC & Refrigeration Engineering Ltd. will:**

- Meet the needs and exceed the expectations of its customers in order to achieve customer satisfaction at all stages of the service delivery.
- Maintain a Business Management System which is compliant with ISO 9001:2008
- Use the Business Management System as a practical and commercially effective value-adding tool
- Enhance the Company's integrity and reputation through continual improvement at all levels of the business
- Meet employee expectations through communication, training and advancement
- Regularly review this Quality Policy to ensure its continued suitability and effectiveness throughout the business

**The Managing Director is responsible for the effective communication of this Policy and the operation of the Business Management System.**

**Raymond Davidson**

**Managing Director**

HVAC & Refrigeration Engineering Limited

June 2011