

**Quality Policy**

It is the policy of Woodford Heating & Energy to:

- Provide a reliable and efficient service relating to the provision of mechanical and electrical services, project management and installations.
  - Meet specified Customer requirements whilst conforming to the Company's objectives and statutory, regulatory and safety regulations.
  - Maintain a management system that meets the requirements of ISO9001:2015 and includes quality system objectives that are regularly reviewed by the management team.
  - Provide resources to maintain and improve the management system in order to meet the requirements of its customers and to monitor and enhance Customer satisfaction.
  - Establish, monitor and review via the management review process, quality objectives at each relevant and functional level of the business that are appropriate to each functional area, and measurable, will support this Quality policy and which will facilitate the Company's aim to provide a service to its Customers.
  - Facilitate communications throughout the Company and with our Suppliers and Clients to ensure delivery of our quality management system
  - Continuously monitor the effectiveness of its Quality Management System and Quality Policy in order to improve their suitability and effectiveness.
  - Establish a documented Quality Management System that will allow the Company to fulfil its contractual obligations by;
- 1) Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions.
  - 2) The continuous monitoring and analysis of quality indicators that provide data to enable continuous improvement against Customer needs and expectations.
  - 3) Provide resources, up to date instructions and training to all personnel and promotion of quality awareness.
- All points in this Quality Policy are in correspondence with "The Woodford Way" promoting consistent quality and improvement.

**Signature**



Name	Maz Bashir
Position	Operations Director
Date	28 <sup>th</sup> September 2020 <span style="float: right;">Next Review Sept 2021</span>