

# QUALITY MANAGEMENT STATEMENT

**Date of Revision:** 17<sup>th</sup> December 2018

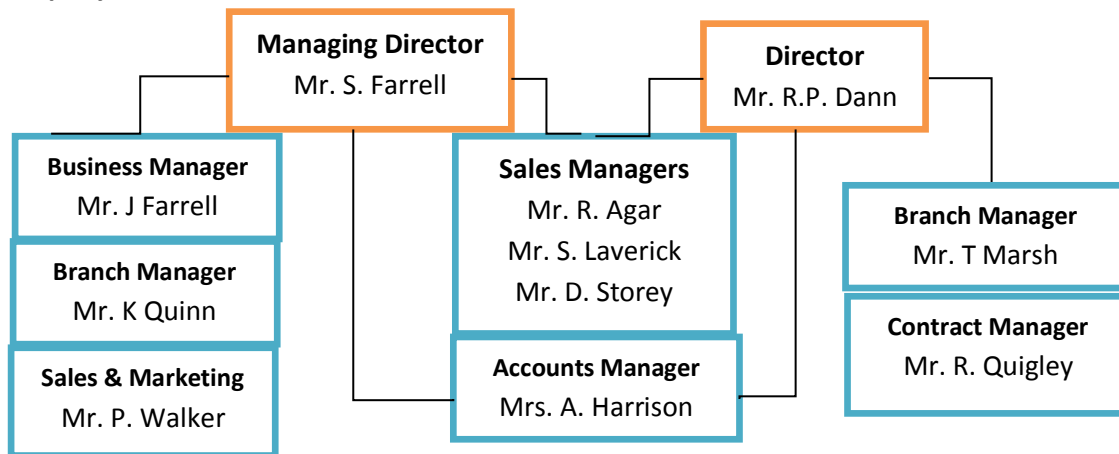
**Reference:** Aircon QMS-3/2013

**Company Background:**

**Aircon Group Ltd** are Mechanical & Ventilation Contractors specialising in all aspects of air-conditioning, refrigeration, Heating, Ventilation & Electrical services. We are a 'One Stop Shop' for all service, repair and maintenance requirements and promote teamwork with all customers to enable clear and effective communication lines to help build reliable relationships in our pursuit of unrivalled quality of customer service. We are a private limited company and offer all our clients personal one-to-one service and strive to find the most suitable and cost-effective equipment to meet customer requirements. Our business aims to save our clients money by ensuring that we continually improve our service delivery performance throughout the length of any contract in place.

**Aircon Group Ltd** has been in business since 1963 and our directors and staff have over 220 years' experience in our field of work.

**Company Structure:**



**Quality Statement:**

**Aircon Group Ltd** is **ISO9001:2015 / ISO14001:2015 Accredited** and remains committed to a policy of continuous improvement in standards of the associated services that we offer.

All employees are trained to carry out the work assigned to them in an efficient and friendly manner. All employees are issued with a company approved set of procedures and standards to ensure that they are aware of what is required of them and that they work to the high standards of customer service required by the business and our Quality Management System.

**Aircon Group Ltd** expects the clients with whom they work to maintain equal high standards of service and delivery. From time to time the company management will carry out site inspections to ensure that such standards are maintained. A director of **Aircon Group Ltd** will deal directly with a director of any site found to fall below the standards required and ensure that immediate steps are taken to remedy such standards. In addition to the above **Aircon Group Ltd** is committed to:

- ✓ Maintaining ISO9001:2015 & ISO14001:2015 accreditation

- ✓ Providing a quality product/service which satisfies, and if possible, exceeding customer expectations
- ✓ Provide its employees with relevant information and appropriate training in quality matters
- ✓ Complying with all relevant statutory requirements
- ✓ Providing a safe environment for its employees
- ✓ Setting measurable quality targets & objectives
- ✓ Striving continually to improve performance in relation to quality

**Quality Director:**

The Directors of **Aircon Group Ltd** take all issues of Quality of its products and services extremely seriously. At company meetings, any issues of quality raised by clients are reviewed to ensure that appropriate action has been taken. Quality standards are reviewed and improved in the light of any specific issues.

The Company has appointed Mr J. Farrell as its Business Manager responsible for overseeing all Quality matters.

**Dealing with Quality Issues:**

The company bases all its quality initiatives on the target of total client satisfaction.

Any contact with a client is fully recorded and quotations and specifications are drawn up in a clear and comprehensive manner to ensure that these can be easily understood. Any requests for clarification are dealt with quickly and professionally.

All employees are regularly reminded of the importance of customer satisfaction by means of appraisal, company notice boards and toolbox talks. The company carries out regular surveys of its clients to establish that their requirements are being fully met.

From time to time issues of quality management may arise. These are dealt with immediately by the Business Manager and will deal directly with the issue taking steps to immediately remedy the cause for complaint and ensuring client satisfaction. At the soonest possible time (but no later than the next working day) the Manager in Charge will inform the Business Manager of the issue / incident and what steps were taken or are being taken to remedy or correct the matter. Any such issue / incident will be recorded in the Quality File for subsequent examination at team meetings or by interested parties.

**Quality Suppliers:**

**Aircon Group Ltd** is committed to:

- using suppliers that have the same ethos on quality management as themselves
- providing all its suppliers and contractors with details of its Quality Management Statement to ensure that its commitment to quality is understood throughout its supply chain.
- ensuring that similar quality measures are in place at such suppliers and contractors.

**Reviewed and issued by:**




**Mr. S. Farrell**  
 Managing Director

**Mr. R. Agar**  
 H&S Manager