

# Refrigeration Developments and Testing Ltd

## Quality Policy

Refrigeration Developments and Testing Ltd are committed to providing a service and products according to client's expectations in terms of quality and reliability and will ensure that adequate resources are available to sustain our planned business objectives.

It is the policy of the organisation to commit and maintain a quality system designed to meet the requirements of EN ISO 9001:2008 in pursuit of its primary objectives.

The organisations Quality Manual defines our quality objectives and key procedures which include how we commit to provide adequate physical resources.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on client service.

Refrigeration Developments and Testing Ltd ensure that the Quality Manual is communicated and understood throughout the organisation.

To ensure the organisation commit and maintains its awareness for continuous improvement, the Directors formulate and implement this policy to ensure that the quality system is regularly reviewed and is subject to annual audit.

The Directors ensure the continuing suitability of this policy, our Objectives and the Quality Management System and is monitored by our Quality Manager whose duties will be carried out as defined within section 9 of our Quality Manual.

The requirements of the organisations quality system are mandatory and all personnel have a responsibility and obligation to it.

### **QUALITY OBJECTIVES**

We set Quality Objectives to set measurable targets and focus our commitment to our clients

- To maintain an effective Quality Management System complying with BS EN ISO 9001:2008.
- To achieve and maintain a level of quality which enhances the organisations reputation with clients.
- To evaluate our plans for growth while maintaining our focus on the quality of our services.
- We will conduct our business in an ethical and professional manner.
- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and put things right as soon as possible.
- Evaluate our suppliers to ensure that they are delivering quality that is consistent with our requirements.
- We will analyse client feedback data, internal performance data, financial performance data, and business performance data to ensure that our Quality Objectives are being met.
- To ensure that our policies and procedures are reviewed and updated where applicable to remain relevant to current business practice.

Our Quality Objectives are subject to review to determine that they are adequate and relevant to our current business purpose.