

Quality Policy Statement

KM (Refrigeration & Electrical) Services Ltd was established in 1976 to provide Mechanical Maintenance Services to the HVAC industry. We are based in Borough Green, Kent & employ 9 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products & services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring & improving our performance.

We have the following systems & procedures in place to support us in our aim of total customer satisfaction & continue investment throughout our business.

- Regular gathering & monitoring customer feedback.
- A customer complaints procedure.
- Selection & performance monitoring of suppliers against set criteria.
- Training & development for our employees.
- Regular audit of our internal processes
- Measureable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback & complaints.

Our internal procedures are reviewed regularly and are held in Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board & can also be found on our website.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure the Quality is embedded within the whole company.

This statement was approved by the Board of Directors on 1st January 2021

Signature.....

Phillip Sugden (Director)

Date Reviewed.....