



Quality Policy Statement

Coolair Services Limited was established in 1997 to provide installation and maintenance of air conditioning units to commercial, retail, local government, industrial, retail and private industries. We are based in Bredbury, Stockport, with a further office in Maidstone, Kent. The company is continually striving for excellence by installing new and maintaining current air conditioning units for our customers nationwide.

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

We are committed to continuous improvement and have established a Quality Management System ISO9001: 2015 which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- comply with all applicable laws and regulations
- provide solutions to our customers according to their needs
- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- ensure activities are safe to employees, associates and subcontractors
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

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

This policy is posted on the Company Notice Board on our Website and can also be found in the Employee Handbook.

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

The policy review date is 2nd January 2021

Signed:  John Gay (Managing Director)

Date: 2nd January 2020