

## Quality Policy

The Quality Policy of Pre – Heat Limited is to operate to recognised Codes of practice and legislation within the gas industry and ISO 9001:2000 Quality Management Systems.

We shall strive to improve the level of service, promote and develop a culture of continuous improvement in order to strive to exceed the client's expectations.

To ensure the business continues to be successful we shall ensure personnel receive the appropriate training and development to carry out their job in an effective manner.

We shall ensure that the requirements of the working time directive and Health & Safety policies are consistently maintained.

The performance of the QMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at our 6 monthly management review meetings. It is our policy to improve the performance of the QMS.

The contents of this Quality Policy shall be communicated to all personnel through induction training and its understanding verified during internal audits.

Simon Booth  
Managing Director

February 2009

## Quality Objectives

The quality objectives of Pre - Heat Limited have been identified to support the Quality Policy and set achievable targets for areas of the business and quality management system. These objectives will be reviewed during regular six month management review meetings and where appropriate new objectives set to ensure Pre - Heat Limited are achieving "excellence in all that we do"

The current quality objectives are:

- ❑ To consistently better the clients specified performance indicators.
- ❑ To reduce the non-conformances identified during Quality Audits by 1% year on year.
- ❑ We shall aim to achieve complete customer satisfaction.

Simon Booth  
Managing Director

February 2009

