

heatexchangerspares.com

Quality & Environmental Policy

HeatExchangerSpares.com, is committed to the prevention of pollution associated with our activities and to improve continually levels of Quality & Environmental compliance to at least those required by BS EN ISO 14001, (and all associated legislation & codes of practice & imposed requirements), the Pressure Equipment Directive and BS EN ISO 9001.

We consider that only by the promotion of this concept and philosophy amongst all employees can both the needs and expectations of our customers be met and our reputation for Quality and Environmental control be maintained. To meet these expectations the Company's objectives include the following:

To search continually for product excellence and reductions in environmental impact, with prevention of pollution and reduced carbon emissions, through improvements in design, manufacturing, delivery performance and customer response. Through the Company's commitment to continuous improvement, KPI's have been established to monitor and to measure the performance of improvement activities. This objective is fundamental to the Company's commitment to only market products of such a standard that will ensure customer satisfaction through performance and economics.

This is to be achieved through formalised procedures and assigned responsibilities as detailed in the Quality Manual and associated documents. These provide a Management System dedicated to the fulfilment of compliance obligations whilst meeting and exceeding customer and environmental requirements.

The effectiveness of this system is constantly monitored and periodically reviewed by the Management of the Company who are totally committed to its support.

It is the responsibility of the Management of the Company and their representative, the Quality Assurance Manager, to ensure that employees are familiar with the management system and that it is understood, implemented and maintained.

All employees are given the appropriate training necessary to satisfy the objectives of the policy.

The overall responsibility for Quality & Environmental control is vested in the Managing Director with delegated responsibility to the Quality Assurance Manager for day-to-day control. It is essential that all aspects of the system are adhered to and, to this end, compliance with the manual is mandatory for all employees.



Ormandy Rycroft Engineering

David Dzimitrowicz Managing Director