

# Quality Policy

**ISO9001:2015****Clause 5.2.1**

This is the quality policy for Heat Exchangers South West Ltd.

Florence Road Business Park, Kelly Bray, Callington, Cornwall, PL17 8EX

## Background and company information

Heat Exchangers South West was established in 1992 and moved to its present premises in 2006. Our team has extensive experience of the heat exchanger industry and its varied applications gained in the UK, US, Europe, Africa and the Middle East. Between them, they have re-tubed and remanufactured virtually every make and model of shell and tube apparatus ever used afloat or ashore.

The Company has produced this Policy to demonstrate the purpose, context and strategic planning of the organisation.

**Scope:** *"The design, manufacture, repair and refurbishment of general purpose heat exchange are is and miscellaneous pipework assemblies and general machining"*

## Overall Strategic Aims & Ambitions:

- To provide customers with cost-effective solutions to meet their specific requirements
- To strive at all times to maintain a good reputation as suppliers of quality products and reliable service
- To maintain sufficient stock to meet our clients day to day needs.
- To maintain and continually review an effective programme for companywide quality to ensure corrective action is taken whenever necessary
- To continually monitor & improve the effectiveness of Quality Management System.
- To meet all business related legal, regulatory and other applicable requirements
- To identify any legal or regulatory requirements relating to customer requested products

The provision and maintenance of such a service can only be achieved by management commitment, financial support, resource commitment and regular monitoring of performance indicators, such as delivery times, product inspections and the performance of our suppliers and the quality and reliability of equipment and materials supplied to the company

## Commitment

- The management is committed to meeting all regulatory, statutory and all applicable requirements
- To provide the time and resources to monitor and continually improve the ISO9001 Quality Management System
- Nonconformances and opportunities to improve will be actioned and implemented where appropriate
- The day to day management of the system has been delegated to the Quality Co-ordinator.
- This policy is effective for 12 months from the date of issue and will be reviewed annually at the Management review Meetings.

## Targets & Objectives:

- The strategic targets and objectives will set at Management Review meetings, which are held at least once a year.
- All targets will be listed on the targets and objectives register to enable performance evaluation
- The targets will be agreed, monitored and achieved wherever possible, results will be reviewed every year at the Management Review meeting, results of previous targets will be analysed, and new targets will be agreed and communicated to all relevant staff through the use of meetings, toolbox talks, internal memos, and emails.

**Exclusion:** There are no exclusions

Signed by  .....  
Director.

Date Signed: 07.08.17