

Clwyd Refrigeration Limited

Quality Policy

It is the corporate policy of Clwyd Refrigeration Ltd. to maintain an effectively managed Quality System in accordance with ISO 9001-2008. This policy will both ensure that our Production and Services are controlled and monitored to meet the requirements and stated specifications of our Clients' as well as our internal management system.

The quality of the products and services whether carried out in-house or procured from outside suppliers is controlled at all operational points necessary to ensure conformance with the requirements of the Quality System.

Quality Management objectives have been established in order to minimise non-conformance in terms of Customer Complaints, Supplier Defects, Internal Operation Defects and System Audits Preventive and Corrective Actions. The Senior Management Team is responsible for maintaining and analysing the results of these objectives in order to maximise the success of their achievement.

The business objectives together with this policy are identified, implemented, internally communicated, monitored and measured within each of our Management Reviews with the aim of identifying the lessons learnt together with the opportunity of continual improvement.

Business Objectives:

- Uphold and deliver the policy at all times.
- Leading by example, uncompromising in the drive for improved performance and management of under-performance, supportive in the development of others, encouraging talent and creating opportunities for people to learn;
- All staff encouraged and supported to competently deliver their tasks to the best of their ability.
- Communication is the key to our system therefore at all levels of the business communicate Instructions and feedback at every opportunity.
- Wherever possible identify potential incidents prior to them developing into a problem.
- Correct problems without delay.
- Treat customer feedback with the uttermost importance and report accordingly, displaying a clear understanding of our customers and recognising the need for change and adding value.
- Ensuring that business dealings are conducted in accordance with the Clwyd Refrigeration Limited rules and policy documents and in an ethical manner, demonstrating respect for others within a diverse cultural environment, that does not tolerate prejudice or discrimination;
- Be a team player within CRL not a weak link.
- Complete all work records legibly and report to the relevant recipient without delay.
- Only calibrated equipment to be used.
- Regularly reviewing this Policy with the aim of continuous improvement in our performance.

Signed

Position: Managing Director

Date: April 2011