

QUALITY POLICY

Our responsibility is to ensure that through established standards and measurements the manufacture, bracketry design, delivery, installation and commissioning of galvanized, fire rated and stainless-steel ductwork ventilation systems and its associated equipment for industrial and commercial buildings matches or exceeds the level of quality of both our clients and our own expectations.

The Directors, Managers and leaders at all levels of E&S Heating & Ventilation are committed to operating under the disciplines and control of a Quality Management System conforming to ISO 9001:2015.

The aim of our quality management system is to ensure that:

- We will deliver a quality service to maintain excellent customer relationships
- Our customers' requirements have been fully understood and met
- A professional approach when engaging with clients is maintained at all times
- All work is carried out consistently to a defined standard
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We will strive to meet the needs and expectations of our Interested Parties
- We only use services/suppliers that meet our own quality assurance standards

We will set objectives to ensure that the requirements of this policy are met and that continual improvement is maintained and monitored.

Quality is a degree of excellence, which is ever changing. We develop quality awareness through process improvements, training, measurements and the development of our employees.

Managing Director

