**18th December 2017**

**Quality Policy and Objectives**

Rapid Heat Systems aims to maintain the highest level of customer care and service in everything that we do. We are committed to maintaining an effective Quality Management System which follows the requirements set out in ISO 9001:2015, and to continually monitor and improve this system and its effectiveness. We strive to provide this level of service, to ensure that customers continue to contact us with their requirements.

To treat our customers as we wish to be treated.

**MANAGEMENT RESPONSIBILITY**

The Senior Management is ultimately responsible for establishing, implementing, and maintaining the quality system. Specific responsibilities comprise: formulating the quality policy; defining the organisational structure; appointing the management representative; periodically reviewing the quality system; and making available the resources and personnel necessary to maintain the system. The management also establishes and maintains a business plan, analyses performance data, and measures customer satisfaction.

Senior Management ensures that Quality Objectives are communicated and implemented throughout by conducting regular Management Review meetings.

This Policy and Objectives have been formulated by senior management, and are regularly reviewed to ensure continuing suitability and planning for the future.

RHS leads from the top and supports all members of staff to achieve their maximum potential in aspects of their work life.

In this respect the management’s intention is to produce a quality culture which is underpinned by a consistent approach to statutory, legislative and regulator health, safety and environmental requirements. This objective will be achieved by providing the best possible work environment and ensuring all employees are made fully aware of the relevance and importance of their responsibilities in the implementation of the integrated management system as part of their training.

Authorised By: -

Signature..............................................

Position in Company : Director