

Quality Policy

T Brown Group specialise in providing service and maintenance and the installation of gas central heating together with it's associated equipment to Commercial and Domestic Clients and Local Authorities and Housing Associations.

The Directors and Senior Management are actively involved and committed to providing services and products that enhance its customer's satisfaction and that provide a basis for continual improvement and effectiveness of our quality management system.

The company is committed to supplying services and products of a consistently high standard which meet and satisfy our customer's requirements thus enabling the company to retain our existing clients / customer's and to generate new clients/customer's through a policy of continuous improvement in our methods of service and maintenance, installation and our working practices.

To meet this objective the company is committed to a policy of Quality Assurance throughout its activities, ensuring that the services and products supplied to our clients/customers satisfies the specific contractual obligations of the client/customer. We will strive to give the client the best and most efficient service possible at all times. To do this the company have introduced and maintain a Management System in accordance with the requirements with our clients contracts, ISO 9001:2000 (Quality Management Standards) and ISO14001:1996 (Environmental Management Standards).

Systems are in place to assess the effectiveness and continuing suitability of the quality system with regular meetings being held to review performance with any additional quality objectives / measures introduced as considered necessary by the management in line with the company's business plans.

Our Quality Policy is communicated and understood by all personnel within the organisation who share responsibility for the quality of the services and products supplied to our clients/customers and the company will provide reasonable access for our clients/customer's representatives to discharge their quality responsibilities.

Company personnel are made aware of the company's quality policy either during ongoing training sessions for existing staff or by company induction for new staff.

The Managing Director has given the Quality Co-ordinator full authority to carry out the quality policy of the company and all company personnel are required to cooperate with the Quality Co-ordinator in carrying out this task.

This Quality Manual and the associated Procedures Manual are approved by the undersigned as the authoritative documents relating to Quality within the Company.

A handwritten signature in black ink, appearing to read 'Josh Brown'.

Josh Brown, Managing Director
T Brown Group

Date: 11th August 2011