



**COMFORT BUILDING SERVICES LTD**

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## Quality Policy

Comfort Building Services Ltd (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation employs approximately 30 persons and provides a design, sales and service facility covering air conditioning, refrigeration, heating, electrical and refurbishment and casual hire of portable air conditioners, generally within a 50-mile radius of Basingstoke.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the organisation the importance of meeting customer requirements
3. Establish the quality policy and its objectives
4. Conduct management reviews of the effectiveness and the implementation of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of this Quality Manual.

In addition to all English and EU commercial legislation and regulations, the organisation complies with all legislation and regulation specifically related to its usiness activities.

The organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

**D.M BOSHIER**  
Managing Director

22nd January 2010