

QUALITY ASSURANCE POLICY

At Chiller Box we believe in putting quality into everything we do. We strive to provide our valued customers with products and services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

QUALITY CONTROL

In order to provide total customer satisfaction, Chiller Box proposes the following:

- Develop a full understanding of the needs of our customers
- Actively seek and evaluate customer feedback
- Introduce a customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

The company's Managing Director has a specific responsibility for ensuring that the management structure reflects this quality standard, so that compliance with this Quality Policy is maintained and improved.