

Servacrane Ltd (incorporating Servaheat)

Quality Policy

The Quality Policy and Manual have been developed to show the management commitment to maintaining an effective quality management system and how Servacrane Ltd (incorporating Servaheat) meets the requirements of ISO9001:2015 international standard for quality management systems.

The scope includes: the supply, installation, testing, service and repair of lifting equipment and overhead cranes and the installation, servicing and repair of heating and air conditioning systems.

The organisation is totally committed to providing quality products and services that consistently meet our customers' requirements and continually improving the quality management system to maintain the reputation that is synonymous with the company name in the market place.

Senior Management will provide resources and relevant training to ensure that ISO9001:2015 is adhered to and independent verification of the Company's quality management system will be provided by a UKAS accredited certification body.

Objectives and targets are set at the Management Review, which support the corporate ambitions of Servacrane and Servaheat. These are monitored and reviewed throughout the year, along with the Quality Policy, Manual and Procedures, to ensure all aspects of the quality management system remain suitable and effective.

We recognise the importance of maintaining effective communication with our employees and it is only by securing their commitment, understanding and contribution to the implementation of this policy and the compliance with the requirements of the Quality Manual and Procedures, that the high standards of customer service we want to achieve can be met.

Quality management should be recognised as a normal aspect of all our work and we expect the co-operation of all our employees to bring this about.

Signature: *G Taylor*
Director

Date: 1st May 2022