

QUALITY POLICY STATEMENT

Alternative Heat Ltd has a competent and professional workforce dedicated to quality and customer satisfaction.

We have a proven track record of customer satisfaction in the form of repeat business and customer referrals.

To maintain our high standards of quality and customer satisfaction, the company is accredited to ISO9001:2015

We realise that Customer Satisfaction is top priority and, to this end, we are committed to:

- Ensuring that customer needs and expectations are fulfilled
- Ensuring *everyone* in our Organisation works towards this end
- Employing competent and professional staff
- Providing training for Management and Staff where appropriate
- Maintaining quality resources
- Providing a quality infrastructure
- Constantly monitoring the service we provide and
- Implementing improvements where appropriate



Connel McMullan, Managing Director

Date: 10/12/2021