

Quality Policy



tftull aims to provide specialist services in heating, air conditioning, building and energy management control systems and panels to its customers, on time and within budget.

tftull operates a Quality Management System that has gained BS EN ISO 9001: 2000 Certification including aspects specific to the building/construction industry.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in our Quality Manual. The Managing Director understands the requirements of this Quality Policy and abides with the contents of the Quality Manual.

In addition to all English and EEC legislation and regulations, tftull complies with all legislation specifically related to its business activities.

The organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed and audited in order to ensure its continuing suitability.

Signed.....

June 2010



"Excellence in service"