



QUALITY POLICY

Hartle Limited was established in 2010 but the Hartle name has delivered bespoke mechanical solutions for over 30 years. We offer a diverse range of specialist services including design and build, heating, ventilation, maintenance and plumbing.

Quality is important to our business because we value our customers and we aim at all times to meet or exceed our customer requirements and expectations in a proactive, professional and cost effective manner.

We are committed to continual improvement of performance and in order to achieve this as well as meet and improve our service we have established working procedures which provide a framework for measuring and improving our operations.

To achieve our goals we will:

- Review our performance and identify opportunities for improvement
- Provide adequate resources to effectively deliver our business process
- Train and develop our employees
- Regularly gather and monitor customer feedback
- Ensure selection and performance monitoring of our suppliers & contractors
- Promptly address any customer complaints
- Regularly audit our internal processes
- Conduct management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly.

This policy is posted in our reception area and can be found in the staff handbook.

Polices practices and procedures of Hartle Limited are kept under review on a biennial basis unless circumstances determine otherwise.

Signed: *D Hartle*
Mr David Hartle
Director

A handwritten signature in black ink, appearing to read "D Hartle", is written over the printed name and title.

Date 9th October 2019

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