



**QUALITY POLICY**

The scope of the quality management system is to provide specialist services to Local Authorities, Housing Associations, Developers and private householders including design, installation, maintenance and support of:

- Domestic hot water and central heating systems.
- Communal hot water and central heating systems.
- Kitchen, bathroom, shower room and cloakroom installations and refurbishment and associated works.
- Associated electrical and building works.
- Landlord's Safety & Certification service.

It is the goal of Wheldon Contracts & Services Ltd to provide a level of customer care and focus that delivers complete satisfaction.

The standards adopted by Wheldon Contracts & Services Ltd to meet this goal is the international quality management systems standard ISO 9001.

Top management is committed to:

- Compliance with the requirements of the quality management system.
- Continual improvement of the effectiveness of the quality management system.
- Ensuring that the quality policy is communicated and understood throughout the organisation.
- Ensuring that the quality policy is reviewed for continuing suitability.
- Ensuring that measurable quality objectives are established.

The quality policy and quality objectives are subject to formal review for continuing suitability. The platform used is management review (SQEMS Section 3.3).

**Clive Wheldon:** .....  
**Managing Director**

**Date: 28/11/2007**