



QUALITY POLICY STATEMENT.

“To strive to be the number one choice for consultants, main contractors, architects, caterers and end users for all the knowledge, support, guidance, experience and professionalism that they need from the design stage through to completion. We are not here for today, or the next scheme, but for the long term, learning every day, building relationships, listening, being proactive and reactive when needed, and never knowingly letting anyone down. We are good at what we do but always want to be better.”

To achieve this, our principal aim is to always supply our clients, high quality products and installation services with unrivalled levels of customer service that conform exactly to stated or agreed specifications and order requirements.

The establishment of an integrated Quality & Environmental Management System (QEMS) is therefore the foundation to establish a company culture based upon continuous quality improvement.

The QEMS is based on the requirements of BS EN ISO 9001:2008 & 14001:2004 and C & C Catering Equipment is fully committed to fulfilling these requirements. The system has been developed to enable full integration of in-house, client specific and legislative requirements.

The aims of the QEMS are to prevent defects / non-conformance or potential defects / non-conformance at the earliest stage possible. This in turn improves the overall efficiency of the organisation and assists in the achievement of the formulated improvement objectives.

The QEMS will ensure that all products and services meet client specification and provide satisfaction with regard to quality, delivery, reliability and overall client service.

This policy will be communicated to all staff and any necessary external interested parties i.e. sub-contractors that may be working on our behalf. It will be available to the public, via the company web site: www.wemakeithappen.co.uk

The Directors will formulate quality & environmental improvement objectives at least annually, during management review meetings and will ensure the routine monitoring, measurement and continual improvement of the QEMS management system and performance.

Signed:

Peter Kitchin
Managing Director.
27th September 2012.

