

## **National Ventilation Quality Policy**

We are committed to providing outstanding products and service, as a route to achieving efficiency, long term profitability and customer satisfaction.

Our scope of certification is;

"The manufacture and supply of domestic ventilation fans and equipment, heating, cooling and associated products for wholesale, DIY markets and exports".

All requirements of the standard are applicable.

We will continually improve our organisation, our Quality Management System (QMS) and our products through on-going development and the application of improvement objectives. We will carefully monitor progress to ensure improvement is realised and maintained.

We are committed to:

- Providing excellence in customer service
- Encouraging a continuous improvement ethos
- Assessing and managing risks.
- Co-operation with customers, partners and preferred suppliers.
- Implementation of best practice.
- Embracing technology.
- Encouraging personal development.
- System improvements.
- Providing products which are fit-for-purpose.
- Conforming to all relevant standards and legal requirements.

We have therefore adopted and implemented a QMS which complies with the international standard ISO 9001 and had this externally assessed and registered by a UKAS-Accredited Certification Body.

Awareness of our policy and the relevant requirements of our QMS, amongst all employees and others who work for us is crucial.

Signed:  \_\_\_\_\_

Date: 23<sup>rd</sup> January 2023

**Lee Austin**  
**Group UK Operations Director**  
**National Ventilation**