



**OPTIMISE**  
HEAT & STEAM

Specialists  
in steam.

Unit B5 Risby Business Park | Newmarket Road |  
Risby | Bury St Edmunds | IP28 6RD

## Quality Policy

This Quality Policy of Optimise Heat & Steam Ltd is to provide a professional and dedicated design, installation and servicing of Steam systems to meet the requirements of our customers as specialists in this sector. This achievement will result in securing efficiency and enhancement of long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those activities for which they are responsible. We undertake to ensure through instruction, practical example and training that Quality is the aim of all members of the Organisation and that each employee has a proper understanding of the importance of the Quality System function and its direct relevance to the success of the Organisation.

Equally every employee is responsible for and will be trained to perform duties required by his or her specific role. Furthermore, the Organisation will ensure that any sub-contractors employed for a function will meet specified requirements and will accept the responsibility for their work.

The Organisation has a Policy of continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard.

We hereby certify that this Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within the Organisation to meet the requirements of ISO 9001:2015.

The quality system will be monitored regularly under the Directors ultimate responsibility with regular reporting of the status and effectiveness at all levels.

Signed:

Paul Osborn

Director



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