

Quality Management Policy Statement

**Striving to provide our customers
with products and services that meet
and even exceed their expectations.**

2022

It is the policy of Somerset Gas that all of our activities are carried out in accordance with our quality management system, which is working towards ISO 9001.

Somerset Gas was established in 1995 to provide gas, oil and solid fuel installations, maintenance and safety checks to private homes. Businesses and public properties within the South of the UK.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

Our aim

The aim of our quality management system is to ensure that:

1. We deliver a quality service to maintain excellent customer relations
2. Customer satisfaction remains inherent to our business
3. Our customer's requirements have been fully understood and met
4. All work is carried out consistently and to a defined standard
5. We have the skills and resources to fulfil our customer requirements
6. Our staff are fully trained and involved in quality improvement
7. We strive to continuously improve our systems and procedures
8. We only use services that meet our own quality assurance standards
9. A professional approach to customer interface is maintained at all times
10. Any complaints are dealt with efficiently and within an acceptable time period

Somerset Gas recognises the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

This quality policy statement has been implemented into the Somerset Gas management system and will be reviewed at regular intervals.

Joe Lewis
Business Manager
January 11th 2022



About this policy.

This policy is reviewed annually, in line with our responsibilities and commitments as a professional and safe company, contractor and employer.

If you have any questions or would like to provide feedback on this policy, please contact
joe.lewis@somersetgas.co.uk