



Quality Policy

Introduction and Aim

Delta Fire Engineering, (known herein as the company) is dedicated to this quality policy and will endeavour to ensure that its products and services fully meet the requirements of its clients at all times. The goal of the company is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal. It is also recognised that the business environment will have an impact on our quality policy.

Responsibility

This Quality Policy applies to all of our operations. Director Joe Hart has overall responsibility for ensuring that sufficient resources are made available to enable the business to achieve our quality objectives and targets and that the policy is implemented.

The Senior Leadership Team has the day-to-day responsibility for ensuring that the requirements of this policy are being followed and for monitoring the effectiveness of the objectives. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

Objectives

Delta Fire Engineering is committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the services it supplies.

In the provision of our goods and services we will:

- Ensure that we fully identify and strive to meet the needs and expectations of our clients and conform to the agreed compliance standards for the services we supply.
- Ensure that our people are suitably competent to carry out their work activities to required time-scales in a manner that will not adversely affect the quality of services we supply.
- Monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.

Monitoring and Auditing

To ensure that this policy is successfully implemented, our people will be responsible for identifying client requirements and ensuring that the correct process are followed to meet those requirements.



Objectives will be set to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy and the changing business environment.

These objectives will be monitored during monthly management reviews. The commitments outlined in this quality policy and the improvement objectives will be communicated and available to all relevant interested parties at all times.

Awareness training will be an integral part of the strategy to achieve the objectives.

Communication

This Quality Policy is available within Microsoft Teams for all team members to access. All members of staff will receive training on the quality responsibilities of their role, and will be informed of any updates or revisions via e-mail or team meetings.

Review

The policy will be reviewed to ensure that it continues to be effective and meet expectations.

Joe Hart, Director

Date of last review: 06/01/25

Date of next review: 06/01/26

