



Quality Policy Statement

We will make the satisfaction of customer's needs our primary goal by working with customers to establish and satisfy their requirements now and in the future. Effective communication arrangements have been established to assist with the feedback of information relating to the supply of product and the associated service. Information is analysed and used to continuously improve the company's processes.

PHES QMS Scope - The supply, refurbishment of heat exchangers & associated components. The supply of associated engineering services.

We have adopted a risk-based approach to quality management and achieve this by forward planning, monitoring risks, opportunities and compliance obligations of the quality management systems. We actively monitor the needs and interests of relevant parties and issues that could affect the quality management system and its business objectives.

PHES will promote an environment that recognises the contribution of our staff to the success of the business and encourages their involvement and development.

We will aim to consistently provide better products and services than our competitors in those markets in which we compete.

We will provide the appropriate training and educational opportunities and resources to support the achievement of business objectives.

It is the responsibility of the Managing Director – Mike Thornhill to lead the **ISO 9001:2015** and to involve all staff through a programme of continuous improvement and effective teamwork. The senior management team have taken responsibility and ownership for quality management system and will ensure that the company adheres to this and it's improvement moving forward.

Signed

A handwritten signature in black ink, consisting of the initials 'MH' followed by a stylized, cursive signature.

M. Thornhill
July 2020