
Quality Policy

Policy Statement

Ascent Fire is committed to delivering high-quality products and services that consistently meet or exceed customer requirements, while ensuring compliance with applicable statutory, regulatory, and industry standards.

Our objective is to enhance customer satisfaction, drive continual improvement, and support sustainable business success through the effective implementation of our Quality Management System (QMS), aligned with ISO 9001:2015.

Our Commitments

Ascent Fire will:

- Deliver products and services that meet defined customer, legal, and regulatory requirements.
- Focus on “right first time” principles to ensure efficiency, reliability, and quality in all operations.
- Continually improve the effectiveness and performance of the Quality Management System.
- Establish and review measurable quality objectives to support business goals and enhance customer satisfaction.
- Develop and maintain strong, collaborative relationships with customers, suppliers, and stakeholders.
- Ensure employees are competent, trained, and aware of their role in achieving quality objectives.
- Promote a culture of quality, accountability, and continual improvement throughout the organisation.
- Encourage open communication and engagement on quality matters across all levels of the business.
- Identify risks and opportunities and implement appropriate actions to improve processes and outcomes.
- Provide the necessary resources, infrastructure, and support to achieve quality objectives.
- Plan and deliver work in a structured, efficient, and cost-effective manner.

Implementation

Quality is the responsibility of all employees. Management is accountable for establishing, implementing, and maintaining effective processes within their areas of responsibility, ensuring alignment with this policy and the QMS.

All employees are expected to take ownership of the quality of their work and actively contribute to the continual improvement of processes, products, and services.

Standards and Compliance

Ascent Fire operates in accordance with recognised industry standards and best practices for the design, installation, commissioning, and maintenance of fire and security systems, including relevant British and European standards where applicable.

Monitoring and Review

This policy is communicated to all employees and made available to relevant interested parties. It is reviewed regularly to ensure its continued suitability, effectiveness, and alignment with business objectives, technological developments, and market requirements.

Signature: *Brian Pickering*

Position: Director

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