



Quality Policy

Rev C

Author:	HR Manager/Managing Director
Date:	February 2026
Person Responsible:	Managing Director
Frequency of Review*:	12 months

* Policies will be reviewed more frequently if legal changes or good practice require, this policy is non-contractual.

Review History		
Date of Review:	Reviewed By	Reason for Review
01/02/2024	TSS/KM	New policy
01/02/2025	TSS/LSS	Good practice review - No changes
01/02/2026	TSS/KM/LSS	Good practice review – Amendments made





Ideal Heat Solutions Ltd is a commercial Boiler, Chiller and Heating hire contractor established to provide clients with the following:

- Temporary Heating
- Temporary Cooling
- Boiler Hire
- Chiller Hire
- Heater Hire

Overall company statement

Quality is the responsibility of every employee at Ideal Heat Solutions. Management provides the leadership, resources, and training necessary to maintain and continually improve our Quality Management System. Each member of staff is expected to understand their role in achieving customer satisfaction, comply with company procedures, and actively contribute to process improvement.

Quality System

We have developed systems to support our policy of continuous improvement and customer satisfaction. We have a project review system allowing us to review our performance on a project basis.

Processes and Procedures

We have the following processes and procedures in place to ensure consistent delivery:

- Employee/supplier selection criteria
- Structured training
- Full Health, Safety and Environmental system including external and internal risk assessment and auditing.
- Job-specific Method statement and compliance monitoring system
- Dedicated management team per project
- Detailed processes and procedures made available to staff via Breathe HR Portal.





Measurement

We have the following processes and procedures in place to meet our policy of continuous improvement:

- Regular reviews
- Regular management reviews
- Measurement of staff performance
- Measurement of supplier performance

Communication

We communicate our quality policy to all our staff by the following means: -

- Staff are issued a copy at their induction when they join us.
- Staff have access to our company procedures via Breathe HR Portal

Responsibilities

Managing Director

Purpose: To provide leadership, direction, and accountability for the company's Quality Management System

The Managing Director provides leadership and strategic direction to ensure the Quality Management System is effective and continually improved. The MD is responsible for setting quality objectives, ensuring adequate resources are available, and promoting a culture focused on customer satisfaction and compliance

Sales

Purpose: To ensure customers' needs are understood and accurately translated into service delivery

Our Sales team is responsible for understanding customer requirements and ensuring these are clearly defined, documented, and communicated across all departments. They play a key role in maintaining customer satisfaction by promoting accurate information, transparent quotations, and consistent follow-up.





Operations

Purpose: To deliver safe, compliant, and efficient heating and cooling solutions that meet customer expectations.

Our Operations team ensures that all installations, service work, and site activities are carried out safely, efficiently, and in accordance with company standards and legal requirements. They are responsible for maintaining equipment quality, following documented procedures, and contributing to continual improvement through feedback and innovation.

Marketing

Purpose: To ensure accurate representation of services and alignment between customer expectations and delivery.

The company's marketing activities are conducted with integrity to ensure that our services are accurately represented to customers. Marketing ensures all communications support the company's quality standards, reinforce brand values, and reflect our commitment to reliable, compliant rental solutions

Finance

Purpose: To ensure financial processes support the consistent delivery of quality services

Our Finance team supports quality by maintaining robust financial controls and ensuring timely, accurate invoicing and supplier payments. They enable consistent service delivery by managing resources responsibly and ensuring financial integrity in all business transactions

HR

Purpose: To ensure all staff are competent, supported, and aligned with quality objectives

Our HR function ensures that all employees are recruited, trained, and supported to perform their roles competently and in line with company values and quality objectives. We are committed to fostering a culture of accountability, continuous improvement, and professional development





Administration

Purpose: To support the business with accurate records, efficient communication, and document control

Administration supports quality by maintaining accurate records, managing documentation in line with our quality procedures, and ensuring effective internal communication. Their role ensures that information is up to date, accessible, and consistent across the organisation.

Policy review

Our policy is reviewed annually, but its effectiveness is measured during the day-to-day monitoring of our procedures and any changes are made and communicated as necessary.

Signed:

Name: Terry Stevens-Smith

Position: Managing Director

Date: 01/02/2026

