

## Quality Policy

Heatrod Elements is a manufacturer and supplier of electric heating products and controls, serving the UK and export markets.

The company supplies to domestic, industrial and ATEX applications via end users, OEM and installation companies.

Heatrod Elements aspires to be a complete system provider for heating applications, from component design through to project delivery.

Our aim is to provide class leading products and solutions and in order to achieve this Heatrod Elements operates a Quality Management System.

The system is intended to comply with the requirements of BS EN ISO 9001: 2008 and IEC 80079-34.

To meet our objectives Heatrod Elements will:-

- Implement the documented business plan and strategic objectives.
  - These focus on structure, performance management and communication.
- Develop the use and ability to leverage our Enterprise Resource Planning system.
- Monitor and evaluate progress and performance using both departmental and company Key Performance Indicators.
- Ensure we leverage both local and group capabilities when delivering customer solutions.
- Implement and monitor customer feedback processes.
- Meet Statutory and regulatory requirements for all products and processes.
- Provide training, support, resources and encouragement to all employees and critical suppliers where necessary, to ensure they realise their full potential in meeting objectives.
- Establish partnerships with customers and suppliers and develop these relationships where appropriate to provide an improved service.
- Communicate this policy and ensure that it is understood within the organisation.
- Strive to continually improve its business management systems.
- Regularly review this policy for continuing suitability.
- Design and manufacture flameproof immersions and air warmers and air heaters to IEC 80079-34.
- Comply with EC type examination certificates.



Simon Ellam  
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