

QUALITY POLICY STATEMENT

Linaker Limited, the Surrey based Facilities Services organisation, provides installation, repair, service & maintenance of mechanical and electrical ventilation and heating equipment throughout the United Kingdom.

The Senior Management Team and staff are committed to providing a service that consistently meets the needs and expectations of our interested parties and all applicable regulatory, statutory and other requirements.

The company aims to enhance client satisfaction through the effective application of a Quality and Environmental Management System including continual improvement and enhancing the effectiveness of the management system.

The Quality and Environmental Management System is consistent with the requirements of BS EN ISO 9001 and BS EN ISO 14001. Its purpose is to make certain the company sets and reviews effective objectives for continual improvement and commitment to quality is maintained at all times. This in turn ensures the Company's main operational goals, of satisfying the needs and expectations of our clients.

Company personnel have responsibility to ensure that our Clients receive a quality service and demonstrate a high level of competence at all times. The Company's services and systems are designed, engineered and managed to meet our Clients' requirements by the simplest and most cost effective means possible.

The Company is committed to a Training Policy that ensures all personnel have the necessary competence, training, resources and support to perform their duties. The Quality Policy has been communicated to, and is understood by all staff within the company, and those working on its behalf.

It is the responsibility of the Senior Management Team to investigate any quality problems and ensure that corrective action is implemented as soon as possible. The Senior Management Team shall also ensure that the needs of our interested parties are determined and met, therefore enhancing Client satisfaction.

To achieve the above, the Company's Quality and Environmental Management System; Quality Objectives and Quality Policy are reviewed at regular intervals for continuing suitability and to ensure they are meeting our interested parties needs and expectations.



Claire Curran
Managing Director