

Quality Policy - 2021

The objective of Serviceline is to provide maintenance services, repair services and equipment supplies for the food service industry. Operating within the strategic aims of the AFE Group and ALL, the parent company, Serviceline aims to provide excellence in all its business achievements.

To achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Set measurable objectives that will help achieve customer requirements, including:
 - Maintain a highly trained and well-equipped workforce with the resources and logistical capability to attend, maintain, repair and install food service equipment that meets customer needs
 - Operate a state of the art National Response Centre, 24 hours a day, 7 days a week
- Sustain high levels of customer services and Service Level Agreement targets
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products and services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective management of the Quality Management System that is independently certified as compliant with ISO 9001: 2015
- Ensure that the company complies with all necessary regulatory and legal requirements

The implementation of this Quality Policy is fundamental to the success of the company's business and must be supported by all employees as an integral part of their daily work

This Policy and/or procedure and supporting documentation shall be annually reviewed.

Approval section:

Signed:  Name: Martin Carder

Position in Serviceline: General Manager Date: 1st JAN 2021