

62102	Quality Policy	
Issue 4		

Thermogroup Ltd is committed to the manufacture and supply of premium quality electrical heating systems and products for the building, home improvement and electrical industries, with our emphasis on personal customer service from the concept of a project to the fully backed warranty period.

Thermogroup Ltd operates a Quality Management System that has been externally accessed and certified against the requirements of ISO 9001:2015.

The Management are committed to:

- Developing and improving the Quality Management System
- Continual improvement of the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The Management of Thermogroup Ltd has a continuing commitment to:

- Providing products of the highest quality, ensuring customer needs are determined and fulfilled with the aim of increasing customer satisfaction
- Communicating throughout the company the importance of meeting customer needs as well as all legal and other compliance requirements
- Establishing the Quality Policy and Objectives
- Consolidate and strengthen our market share by understanding the risks and opportunities in our industry and the wider business world.
- Conducting Management Review of the effectiveness of the Quality Management System
- Developing and improving the skills of all staff
- Being at the forefront of technology and ensuring resources are available

The structure of the Quality Management System is defined in the IMS Policy Manual.

All personnel understand the requirements of the Quality Policy and it is the responsibility and objective of all employees to assist in the establishment and maintenance of the company reputation and to comply with the requirements of our policy to improve our products and the Quality Management System.

We constantly monitor our quality performance and implement improvements when required.

The Quality Policy is regularly reviewed for its continuing suitability.



Alistair Bell
Managing Director
3rd August 2022