

## Quality Policy Statement

CK Fires is one of the UK's leading electric fire manufacturers with an electric fire retailing and fitting service. Quality of the highest standard shall always be the aim of CK Fires and should be one of the determining factors behind the customer's decision to buy our products and services.

Customer demands and expectations of CK Fires products and service shall always be met and, if possible, exceeded. CK Fires is committed to satisfying any applicable requirements of any customers and interested parties including any regulatory bodies.

Customers, external as well as internal, will have full confidence, secure in the knowledge that the promises and undertakings made by CK Fires and CK Fires employees will always be honoured.

The quality management system which meets the ISO 9001:2015 requirements must be continuously improved by using new experiences and any variances or weakness identified to enhance the management system.

There will always be clearly stated quality targets relating to product quality, delivery reliability and customer satisfaction – and the company's performance in relation to these targets shall be monitored on a continuous basis. These targets will also be reviewed on a regular basis.

From the time they are initially recruited, all employees will be kept informed about the company's quality policy, quality targets and work procedures, these will be reviewed on a regular basis. Employees shall receive regular training to ensure they remain aware of the importance of these factors.

Quality is the responsibility of all CK Fires employees.

Andrew Cox



Managing Director

1st July 2021