

Quality policy

Better air for the built environment

VES Ltd specialises in the specification, design, manufacture, supply, installation, refurbishment, and maintenance of ventilating equipment, which includes heating, air conditioning, refrigeration, dehumidifying machinery, and control systems.

As a business VES Ltd is committed to achieving customer satisfaction to generate long-term customer loyalty and sustainable profitable growth, by working tirelessly with our customers, partners, and colleagues to keep everyone safe every day.

The company's overall Quality Objective is to strive to provide their solutions, Right, First Time, Every Time, in a manner that is fully compliant with industry Standards.

However, other 'core' quality objectives include:

- On Time Delivery to Customers target of 98%
- Inter-departmental On Time Delivery to Operational Plan target of 90%
- 1st Time Customer Service Visit Resolution target of 85%
- Customer Satisfaction target of 90%

All of which are underpinned by various Key Performance Indicators (KPIs) that exist at many levels throughout the organisation helping monitor performance of operational processes.

These operational processes and systems are compliant to the Quality Standard ISO9001 and allow the company to proactively deal with issues that may arise from day-to-day operations, as well as, to continually review, improve and enhance their management systems, to ensure they support and are aligned to the company's strategic goals now and into the future.

In addition, we also continue to invest in our people, equipment, and technology, to develop our infrastructure and services, to exceed our customers' needs and expectations, consistently, whilst building resilience and achieving sustainable long-term success.

Clearly demonstrating the organisations commitment to meet applicable requirements of the standard itself and relevant legislation & regulations, whilst instilling a Continuous Improvement Culture that supports its strategic direction for growth.

Signed:



Position:

Managing Director

Date:

6 November 2023

Safety starts with me; We communicate; We act with purpose, we act now; We think customer; We develop and grow; We work as a team