

# QUALITY POLICY

EOGB Energy Products Limited was formed in 1993 and is based in Eaton Socon in Cambridgeshire. The company consists of approximately 21 personnel.

EOGB are designers, manufacturers and suppliers of, high quality energy products and conduct training and assessment activities to the UK and other defined markets. As an independent organisation, EOGB is the preferred supplier to many industrial, commercial and domestic energy product OEM's, distributors and end users.

It is the policy of the organisation to provide these products and services, to its clients, at the highest standard. In order to achieve this, the company has developed & implemented this Quality Management System, which satisfies the requirements of **BS EN ISO9001:2015** as well as supporting compliance to applicable Statutory & Regulatory requirements.

As part of the continuous Quality Management System improvement process, specific Quality Objectives are established and monitored at appropriate functions, levels and processes within EOGB and subject to formal Management Review.

The Quality Management System is central to the company's goal of continuous improvement, through the adopted quality processes that reduce and prevent the occurrence of Non-conformances, which, in turn reduce costs and complaints for the company and improve client's perception, while meeting their expectations.

All of EOGB's employees are responsible for the quality of their own work and for compliance to the requirements of its Quality Management System, in conjunction with related operational processes and procedures. Staff are directed and encouraged to report, any quality related issues affecting the company's QMS or client satisfaction. This policy is communicated to all staff, whilst ensuring that they understand all the relevant aspects of it.

The quality system ensures that the company can fulfil contractual obligation by:

- Ensuring that all activities which directly affect the quality of service, are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators, which provide the feedback, to enable quality improvements to be maintained.
- Providing up to date technical documentation, operation processes and work instructions, to all relevant personnel.
- The use of suitably qualified and experienced personnel.

The Directors are ultimately responsible for the performance of the company's QMS and the quality of its services. It is important for the continuing development of the company, to ensure that this policy is maintained and continues to remain suitable & effective at all levels within the organisation.

Signed:



Date: 01/06/2023

Technical Director: Reece Summerfield