



Quality Policy ISO9001

H&S Documents

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Dawn Holden	V3.0	1 st October 2024	1 of 1

Introduction

PPSL is a leading company in the design, Installation, and repair of pre-insulated pipe networks, primarily used for district heating, cooling and related industrial uses.

By maintaining a Quality Management System, in accordance with the requirements of ISO 9001:2015, we are committed to ensuring that we offer the highest quality standards in the industry by adopting a proactive approach to identifying our customers' expectations, and continuously learning from our experiences and sharing knowledge across our skilled team of operatives.

PPSL will achieve this by setting defines company quality standards in all areas of the business, coupled with clear communication, training and skilled resource which will be regularly reviewed and monitored by the senior management team at PPSL.

PPSL will ensure a clear document framework is maintained to a very high standard, demonstrating that all team members and contractors are clear on the level of quality PPSL strive to always deliver to their customers.

PPSL recognises the importance of quality and sets high expectations for all areas of the business. We demand our team uphold these standards and strive to improve at every opportunity.

WE WILL:

- Take accountability for the effectiveness of the Quality Management System
- Reinforce the high-level statement within this policy with measurable objectives
- Develop our team through training, experience, and recruitment
- Utilise high quality products and services for all projects
- Promote a process approach and encourage a risk-based thinking culture
- Have a clear understanding of our customers' requirements and expectations
- Provide high levels of customer service
- Continuously review our business by way of efficiency and processes
- Procure work by way of quality over price
- Develop our business to the benefit of the team and customers

WE AIM TO:

- Take the time to understand our customers' requirements
- Clearly define what we will deliver to all customers
- Strive to exceed customer expectations on all projects
- Deliver on times-scales and objectives
- Continuously improve our services and systems
- Rapidly handle any customer complaints and achieve a mutual agreed solution in a timely manner

This policy will be regularly reviewed for the purpose of continual improvement of the Quality Management System in relation to satisfaction of the needs and expectations of customers and other interested parties. The policy shall be communicated to all employees and available to interested parties upon request.

Company Signatures

Ben Leach – Director

Brian Hutchinson - Director

Date

6/1/2025