



**TECHNICAL HEAT TREATMENT
SERVICES LTD.**

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Technical Heat Treatment Services Ltd.

Quality Policy Statement

April 2018

We are committed to providing customers with service of the highest level of quality possible. We do this by continually improving our processes, products and services to meet and exceed our customer requirements whenever possible.

It is the responsibility of all staff to accept and recognize our belief of quality service by demonstrating accountability at all levels of this organization and our commitment to the ultimate goal of customer satisfaction.

Commitment

- to understand and comply with the requirements of our customers, building a relationship of trust and improving customer satisfaction
- to regularly remind technicians, supervisors and office staff of the actions they are expected to take in order to promote customer satisfaction
- to monitor and review our performance, identifying any shortcomings and taking necessary steps to eliminate them
- to measure our progress in meeting quality objectives by continually monitoring, measuring and confirming our objectives are met, remain relevant, and meet the changing needs of our customers
- and to revise those actions and objectives as necessary to achieve continual improvement for our Quality Management program