

QUALITY POLICY STATEMENT

Linaker Limited provides installation, repair, service & maintenance of mechanical and electrical ventilation and heating equipment throughout the United Kingdom and Ireland.

The Senior Management Team and staff are committed to providing a service that consistently meets the needs and expectations of our interested parties and all applicable regulatory, statutory and other requirements.

The company aims to enhance client satisfaction through the effective application of an Integrated Management System including continual improvement and enhancing the effectiveness of the management system.

The Integrated Management System is consistent with the requirements of BS EN ISO 9001, BS EN ISO 14001, and BS EN ISO 45001. It enables us as a company to identify and manage risks and objectives to ensure that our continual improvement and commitment to quality is always maintained. This in turn ensures that we meet our main operational goals, of satisfying the needs and expectations of our clients.

Linaker personnel have a responsibility to ensure that our clients receive a quality service and always demonstrate a high level of competence. Linaker's services and systems are designed, engineered and managed to meet our clients' requirements by the simplest and most cost effective means possible.

Linaker is committed to a Training Policy that ensures all personnel have the necessary competence, training, resources and support to perform their duties. The Quality Policy has been communicated to, and is understood by all staff within the company, and those working on its behalf.

It is the responsibility of the Senior Management Team to investigate any quality problems and ensure that corrective action is implemented as soon as possible. The Senior Management Team shall also ensure that the needs of our interested parties are determined and met, therefore enhancing Client satisfaction.

To achieve the above, Linaker's Integrated Management System; Quality Objectives and Quality Policy are reviewed at regular intervals for continuing suitability and to ensure they are meeting our interested parties' needs and expectations.



Claire Curran
Managing Director