ACE

Aquatic Control Engineering

Quality Policy

1. Quality Policy Statement

Aquatic Control Engineering aims to provide a future of delivering truly sustainable water management solutions, both on time, within budget and to ensure the health, safety and wellbeing, within a safe working environment in accordance with the Health and Safety at Work Act 1974, complying to the ISO 9001 Quality system and ISO 45001 Occupational Health and Safety system and ISO 14001 Environmental Management System.

We operate an Integrated Quality, Occupational Health and Safety Management System that has gained BS EN ISO 9001:2008 certification in line with this Quality Policy and documented procedures in place.

2. Quality Policy, Our Commitment

The Managing Director, HSEQ Compliance Manager and Technical Director are committed to:

- Develop and improve the Integrated Quality, Occupational Health and Safety Management System and its effectiveness across all departments of the business
- Manage our ongoing design and development works as part of our strategy to ensure compliance and meet standards required
- Ensure we are adhering to regulatory and legislative standards to the scope of our business / context of the organisation
- Ensure both ACE and our supply chain have the correct accreditations and standards in place
- The enhancement of customer satisfaction
- Ensuring non-conformances are reviewed, explored and rectified
- Establish the Quality Policy and integrated HSEQ KPI's on an annual basis
- Ensure the NC Quality report is reviewed on a quarterly basis and reported in the Quarterly Management review meetings
- Ensure the availability of resources to each function of Aquatic Control Engineering

The Senior Management Team has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Ensure input of Quality into the management review meetings, reviewing the quality objectives, monitoring and measuring the processes and the effectiveness of the Quality Management System in line with departmental procedures.

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3. Quality Policy and Responsibilities

The structure of the Quality Management System is clearly displayed in the Integrated Quality Manual; Quality, Occupational, Health and Safety Manual. The HSEQ Compliance Manager is identified within the HR Organisational Chart.

All ACE Employees understand the requirements of this Quality Policy, and abide with the contents of the Integrated Manual, specifically those parts adhering to their job role, outlined on their job description.

ACE comply with all UK and EU legislation and regulations specifically related to its business activities.

ACE constantly monitor our quality performance and implement improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

4. Quality Records and documentation

The Context of the Organisation parts 1-4 provide evidence of all Occupational Health and Safety, Environmental and Quality factors in place for Aquatic Control Engineering.

The Quality Policy, Integrated Quality Manual and Quality KPIs will be reviewed and updated at least once a year, or when changes are deemed necessary.

The Integrated Quality, Occupational Health & Safety Manual shows the Quality Policy and Occupational Health and Safety Policy, and relating procedures, are in place to ensure that the overall organisational goals of the company are met.

The goals of this company are outlined within the ACE Company Vision & Mission Statement and achieved via with INSPIRES core company values.

All Non-Conformities and Complaints are documented and reviewed at every Management Review. There will be a Quarterly NC report given in line with the Management Reviews.

A Customer Feedback report is given on an annual basis in line with the Quality Management System.

Quality checks are carried out in a variety of ways in line with the correct procedures and Quality Management System. The ITP process is followed for all in house manufactured products. With records kept as part of our UKCA compliance and conformity.

Design works are carried out in line with the HSEQ Design management policy and process, designs are stored in PDM for both security and process control (PDM workflow).

Further Quality records can be found in the Quality Documentation Analysis file or by asking the Quality and Compliance Manager. Records of every Management Review, Inspection or Audit are saved for at least 5 years.

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