



## QUALITY POLICY STATEMENT

Acclaim Airconditioning is an organization totally committed to customer satisfaction in the installation and repair of air-handling systems.

We strive to provide the highest Quality of Service practicable.

Evidence of our commitment to Quality is provided through:

- The reputation we have with our present customers for monitoring and maintaining a high level of Quality;
- Our current and ongoing development of a Quality Assurance management system complying with the Australian and International Standard – AS/ISO 9002: 1994 – Quality Systems – Model for Quality Assurance in Production, Installation and Servicing;

Our principle objectives are to:

- a) focus on the customer and meet or exceed their needs;
- b) educate and train personnel to employ all their skills to maintain our reputation for excellence relating to a high level Quality of Workmanship;
- c) continually improve in all areas of our business by placing emphasis on the contributions of staff, and
- d) give preference to suppliers who are committed to Quality Assurance and who comply with appropriate Standards, Codes and Regulations.

Acclaim Airconditioning understands it is critical to our continued high reputation, competitiveness and success to continue to provide a superior Quality of Service.

Signed:

Brian Peers  
Proprietor

Lex Day  
Proprietor

Date:

14 - 06 - 1996