

Quality policy

Better air for the built environment

Scope: "The specification, design, manufacture, supply, installation, refurbishment and maintenance of ventilating equipment, which includes heating, air conditioning, refrigeration, dehumidifying machinery, and control systems"

Together we are committed to achieving customer satisfaction to generate long-term customer loyalty and sustainable, profitable growth. By working tirelessly with our customers, partners, and colleagues to keep everyone safe every day.



We will continue to **InVEST** in our people, ensuring they have a growth mindset to help deepen our competitive advantages, always seeking opportunities to learn and improve.

Quality objectives

(Measurements and targets (KPIs) are attained in the strategic plan and can be seen in appendix 1 of the quality policy)

- Increase the number of major accounts to represent 80% of our total sales and revenue
- Increase the value of specialised sectors
- Improve customer, partner, and employee safety
- Meet on time, first time delivery
- Improve operational effectiveness
- Improve cost control
- Become an employer of choice
- Establish an employee growth mindset
- Improve strategic communication and execution

Reviewed twice yearly by the leadership team, we seek to continually improve the effectiveness of our Quality Management System, quality objectives and establish new objectives in line with our company's strategic goals, targets, and vision. The quality policy and objectives are built into our daily focus departmental plans, development projects, and monthly reporting against Key Performance Indicators (KPIs).

All VES employees must have sound knowledge of the company policies, be familiar with the processes and procedures applicable to their area of work and display a high level of competency.

The quality policy is issued to all new employees during their induction program and is communicated to all current staff members on a regular basis via Microsoft Team briefings. The information is recorded and captured on the fan of success boards which have been visually displayed throughout the departments of VES.

Kevin Feeney



Chief Executive Officer

Date: 14 January 2022

Safety starts with me; We communicate; We act with purpose, we act now; We think customer; We develop and grow; We work as a team

Appendix 1 - Policy extract | Quality objective | Measurable / Indicator / KPI | Target

Policy extract	Objective	Measurable / Indicator / KPI	Target
We will achieve customer satisfaction, generating long-term loyalty for sustainable, profitable growth.	Improve customer satisfaction	Client satisfaction / hassle-free relationship	Previously used Net Promoter score: >7 Number of monthly customer meetings with Experts: 10+ Number of monthly internal deal time meetings: 15+
	Increase the number of major accounts (over £1m per annum)	Value of customers	Value of top customers vs target: 50% of monthly target Ratio of product / services top 10 customers: 55% Services / 45% products Sector value of top customer % of Total: 50% overall
	Increase the value of specialised sectors	Value of targeted sectors	Retail energy sector: £3m (£3m services) Education sector: £5.75m (£5m product / £0.75m services) Healthcare sector: £2.5m (£1.5m product / £1m services) MOJ: £1m (£1m services) Commercial: £1.5m (£1.5m services)
By working tirelessly with our customers, partners, and colleagues to keep everyone safe, every day.	Improve customer, partner and employee safety	Operate a Health and Safety Management Standard	Achieve ISO45001 certification: Yes / No Lost working days due to the incident: 0 RIDDOR reportable incidents: 0 Number of claims for injury / ill health/process failures: 0
Providing reliable, high-quality customer-driven solutions, helping our customers meet their need and obligations. We will continue to improve our operational effectiveness, providing a hassle-free experience, looking to remove waste and unnecessary costs.	Meet on time, first time delivery	On time delivery (physical solutions and Information), across the entire value chain internal and external clients	On-time manufacturing (all areas): 95% On-time project delivery (all areas): 95% On-time design/technical (all areas, incl. R&D / technical surveying): 95% On-time CSV closure: 95% On-time quotations (all areas): 95% On-time processing (all areas): 95% On-time QA (DOR/NCR) closures (all areas): 95%
	Establish consistent customer experiences	Customer service contacts/queries	Meet CSV call / communication SLA's: 95%

	levels across the value chain		Close CSVs on-time rate: 95% Provide Reports to the customer on-time rate: 95%
	Improve operational effectiveness	Reduction of repeated DOR / NCR's	Quantity of DOR / vs TTM / target: 50% reduction Quantity of Repeat DOR vs ZERO: 0% repeat Closure of DOR on time: 95%
	Improve cost control	Reduce cost wastage; rework / stock / parts / labour	Rework cost vs TTM: 50% TTM DOR reduction / DOR cost reduction
We will continue to InVEST in our people, ensuring they have a growth mindset to help deepen our competitive advantages, always looking for opportunities to learn and improve	Become an employer of choice	Establish a work experience, work placement program. Outsource some development projects to the local education network.	Quantity of work placements: 1
	Establish an employee growth mindset	Completion of InVEST conversations and actions	Usage of apprentice levy money: 100% On-time completion of InVEST: 100% Completion on time of actions: 95% InVEST conversations per year: 3+ Leadership team CPD hrs vs target: 26 p/yr.
	Improve strategic communication and execution	Employees goals are set and strategically aligned, with regular company performance updates	Employees goals set (5-8): 100% (5+) goals set on time: 100% Monthly reports and evaluations submitted on time: 100% Monthly 'fan of success' communication updates: 100% Yes / No