



# QUALITY MANAGEMENT STATEMENT

**Date of Issue/Revision :** 31.03.2014

**Reference :** Cool Care India 2014

## **Company Background:**

**Cool Care India Pvt Ltd.,** are specializing in all aspects of air - conditioning, refrigeration, Mechanical and services. We are a 'One Stop Shop' for all service, repair and maintenance requirements and promote teamwork with all customers to enable clear and effective communication lines to help build reliable relationships in our pursuit of unrivalled quality of customer service.

We are a private limited company and offer all our clients personal one-to-one service and strive to find the most suitable and cost-effective equipment to meet customer requirements. Our business aims to save our clients money by ensuring that we continually improve our service delivery performance throughout the length of any contract in place.

**Cool Care India Pvt Ltd.,** has been in business since 2008 and our directors and staffs have over 20 years experience in our field of work.

## **Quality Statement:**

**Cool Care India Pvt Ltd.,** is committed to a policy of continuous improvement of standards in the associated services that we offer.

All employees are trained to carry out the work assigned to them in an efficient and friendly manner. All employees are issued with a company approved set of procedures and standards to ensure that they are aware of what is required of them and that they work to the high standards of customer service required by the business and our Quality Management System.

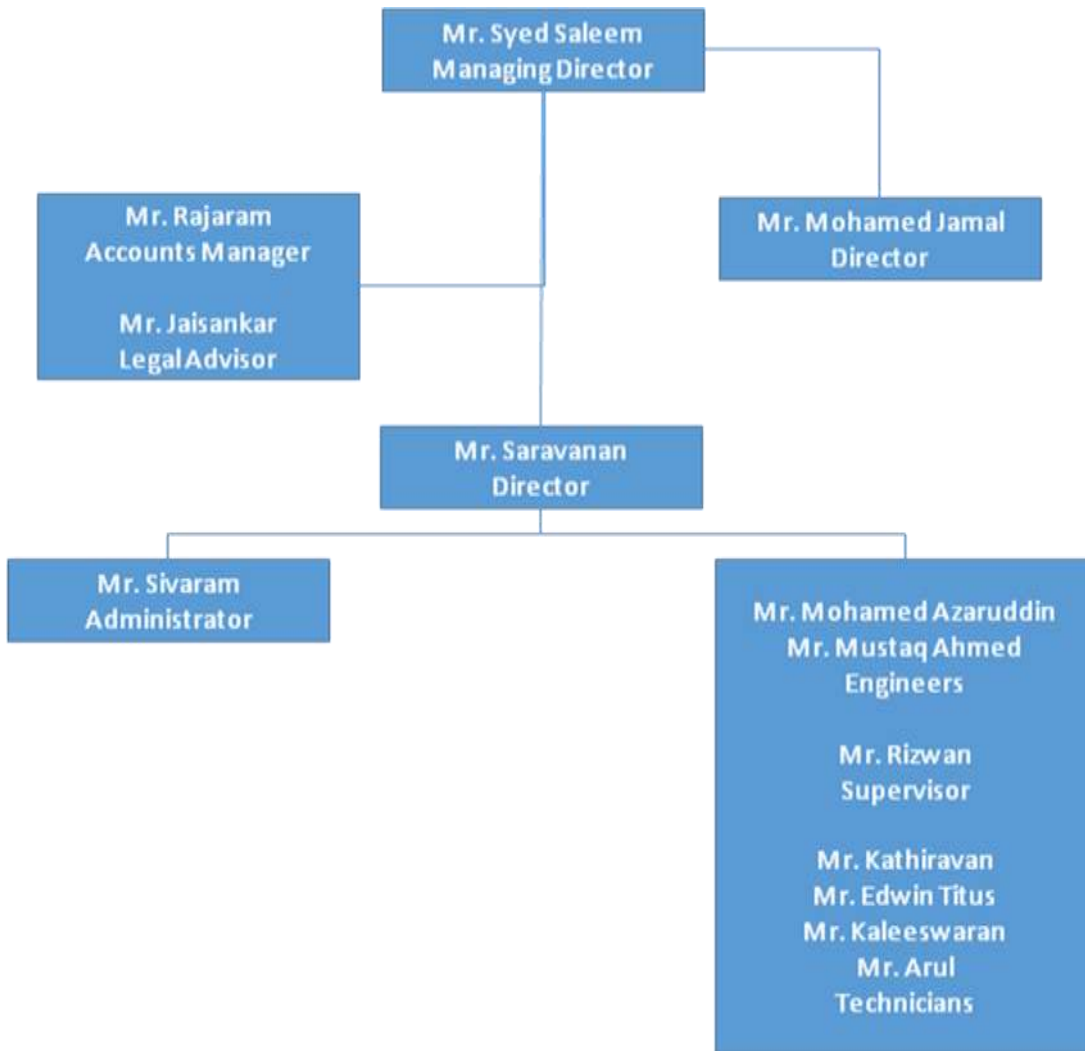
**Cool Care India Pvt Ltd.,** expects the clients with whom they work to maintain equal high standards of service and delivery. From time to time **Cool Care India Pvt Ltd.,** will carry out site inspections to ensure that such standards are maintained. A director of **Cool Care India Pvt Ltd.,** will deal directly with a director of any site found to fall below the standards required and ensure that immediate steps are taken to remedy such standards.

In addition to the above **Cool Care India Pvt Ltd.,** is committed to:

- ✓ Providing a quality product/service which satisfies, and if possible exceeds, customer expectations
- ✓ Provides its employees with relevant information and appropriate training in quality matters
- ✓ Complying with all relevant statutory requirements.
- ✓ Providing a safe environment for its employees Setting measurable quality objectives

✓ Striving continually to improve performance in relation to quality

**Company Structure:**



**Quality Director:**

The Directors of **Cool Care India Pvt Ltd.**, take all issues of Quality of its products and services extremely seriously. At company meetings any issues of quality raised by clients are reviewed to ensure that appropriate action has been taken. Quality standards are reviewed and improved in the light of any specific issues.

The Company has appointed Mr. Syed Saleem as its Director responsible for overseeing all Quality matters.



### **Dealing with Quality Issues:**

The company bases all its quality initiatives on the target of total client satisfaction. Any contact with a client is fully recorded and quotations and specifications are drawn up in a clear and comprehensive manner to ensure that these can be easily understood. Any requests for Clarifications are dealt with quickly and professionally.

All employees are regularly reminded of the importance of customer satisfaction by means of company notice boards and toolbox talks. The company carries out regular surveys of its clients to establish that their requirements are being fully met.

From time to time issues of quality management may arise. These are dealt with immediately by the Contracts Manager and will deal directly with the issue taking steps to immediately remedy the cause for complaint and ensuring client satisfaction. At the soonest possible time (but no later than the next working day) the Manager in Charge will inform the Quality Director of the issue/incident and what steps were taken or are being taken to remedy or correct the matter. Any such issue/incident will be recorded in the Quality File for subsequent examination at team meetings or by interested parties.

### **Quality Suppliers:**

**Cool Care India Pvt Ltd.**, is committed to using suppliers that have the same ethos on quality Management as themselves.

**Cool Care India Pvt Ltd.**, provides all its suppliers and contractors with details of its Quality Management Statement so as to ensure that its commitment to quality is understood throughout its supply chain. **Cool Care India Pvt Ltd.**, will Endeavour to ensure that similar quality measures are in place at such suppliers and contractors.

**Reviewed and issued by:**

**Mr. Syed Saleem**  
**Managing Director**

**Date: 31st March 2014**