



Issuer: Quality Manager	Issue Date: 8 Feb 2017	Document No.: QA-018
Approved By: Quality Management Rep.	Rev Date: 13 Jul 2023	Page 1 of 1

Quality Policy

National Refrigeration has developed its expertise since its establishment and its aim is to be the best provider of Commercial Refrigeration Equipment. The company shows strong management commitment to achieve the standards required by implementing a Quality Management System (QMS) conforming to the requirements of ISO 9001.

We aim to build a mutually profitable partnership with our customers; ensuring their long-term success. We will strive to achieve our commitments for quality, cost, schedule, and to produce finished product that we can justifiably be proud of.

The above shall be achieved by:

1. **Continually improving** the effectiveness of our Quality Management System.
2. Working closely with our **customers** to ensure we understand and **satisfy their needs**.
3. Working closely with our **suppliers** to ensure it is understood how to **satisfy both ours and their needs**.
4. **Meeting** all applicable **legal** and regulatory **requirements**.
5. **Developing** our **people** and processes.
6. Utilizing procedures to **control key processes**.
7. Establish objectives to help **communicate** organizational **direction** and **drive improvement**.
8. Periodically **reviewing** this policy, so that it **remains relevant** and **communicating it** internally to all concerned.

Through the use of these guiding principles, everyone in the company is responsible for the quality of their work.