



Imperial Ductwork Services Limited is committed to ensuring through effective management that the quality of Imperial's products and services it offers to each client is constant, meets the client's requirements as specified and conforms to the client's contractual requirements and those of all applicable regulating authorities.

In order to ensure this quality, and to demonstrate the company's commitment, a quality assurance system has been established and approved to ISO standard providing a dedicated manual with documented procedures. Pro forma documents and an approved suppliers / sub-contract list.

The company at present have two quality managers who have the authority and scope within the organisation to initiate corrective actions where problems identified and who report directly to the Managing Director. The quality managers will ensure that the QMS system is maintained through reviews of all departments of the business including suppliers and sub-contractors ensuring that reports are provided for review by the Board of Directors.

The quality system has the full backing of the directors and is required that all personnel comply with the documented procedures in the performance of their daily activities. All managers of the various departments will ensure that new members have been fully inducted and make arrangements with the quality managers to undertake this activity.

Regular audits and periodic reviews will be carried out by the quality managers to monitor the quality system to ensure its continued suitability and conformance against the ISO standards and any changes in standards.

Should any Project and/or Contract be subject to specialised quality assurance plan from our client base, the Directors and the Quality Managers shall only adopt it, after the consultation or the express wish of the client.

Imperial Ductwork is committed to continually improve the effectiveness of the quality management system in line with the changing environments and client needs.

A handwritten signature in black ink, appearing to read 'D. Barnes'.

Dean Barnes  
Managing Director

July 2023