


Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 1 of 7	

Next Review Date: February 2026

Our Commitment to Quality

At Lunar Refrigeration Ltd, we are committed to delivering the highest standards of quality in everything we do. This commitment drives our pursuit of customer satisfaction, continual improvement, and compliance with all applicable standards and legislation, including ISO 9001:2015.


Purpose

This policy outlines our approach to implementing and maintaining a Quality Management System (QMS) that meets customer needs, enhances satisfaction, and delivers consistent performance in all our operations.

Our Quality Objectives

- 1. **Customer Satisfaction:**
 - Achieve an average customer satisfaction score of 4.5/5 by Q2 2025.
 - Reduce customer complaints by 20% by December 2025.
- 2. **Operational Efficiency:**
 - Reduce project lead times by 15% through streamlined workflows.
- 3. **Supplier Quality:**
 - Achieve a 25% reduction in NCRs related to supplier quality by December 2025.

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Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 2 of 7	

Key Principles of Our Policy

1. Customer Focus:

- Understand and meet customer requirements to enhance satisfaction.
- Actively gather, analyse, and act on customer feedback to improve service.

2. Leadership and Commitment:

- Our leadership team is fully committed to supporting the QMS and achieving quality objectives.
- Quality performance is a shared responsibility, with directors, managers, and employees all playing key roles.

3. Continual Improvement:

- We are dedicated to continually improving our processes, products, and services to exceed expectations.
- We identify and address risks and opportunities as part of our strategic planning.

4. Compliance and Integration:

- Meet all applicable statutory, regulatory, and customer requirements.
- Align quality initiatives with health, safety (ISO 45001), and environmental (ISO 14001) objectives.


5. Employee Engagement:

- Provide ongoing training and opportunities for employees to enhance skills and contribute to quality improvement.
- Encourage employees to actively participate in achieving quality objectives.

6. Communication and Accessibility:

- Ensure this policy is communicated internally and available to stakeholders upon request.
- Regularly review and update the policy to reflect changes in the business and feedback from stakeholders.


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Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 3 of 7	

Monitoring and Measurement

- **Customer Feedback:**
 - Conduct quarterly customer satisfaction surveys.
 - Analyse survey responses by key themes (e.g., attitude, service focus, and technical competence).
 - Develop and implement action plans for any scores below 3/5.
- **Customer Complaints:**
 - Monitor monthly complaint data and identify trends for corrective action.
- **Internal Audits:**
 - Conduct scheduled audits to monitor compliance with the QMS and identify improvement opportunities.
- **Performance Metrics:**
 - Track progress toward objectives, with interim targets for customer satisfaction and complaint reduction.

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Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 4 of 7	


Responsibility and Review


- This policy is reviewed annually during the Management Review Meeting to ensure its relevance and effectiveness.
- Any updates are communicated promptly to all employees and relevant stakeholders.

Objective Monitoring Table














Objective	Target Date	Responsibility
Retain ISO 9001:2015 certification	30/06/2025	Ian Sibbert
3-year baseline performance status of Customer Complaints in place. None in period 2020-2024. Monitor in 2025.	31/12/2025	Ian Sibbert
3-year baseline performance status of Customer Attrition. No lost key accounts in period 2020-2024. Monitor in 2025.	31/12/2025	Ian Sibbert
Customer Feedback log reviewed. Key themes are attitude, service focus, technical competence. Monitor in 2025.	31/12/2025	Ian Sibbert
Complete 4 Internal Order Reviews	31/12/2025	Ian Sibbert

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Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 5 of 7	

Name	Position	Signature	Date
Ian Sibbert	Managing Director		03/02/2025

Revision:	7
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	Attendee's Name	Date	Signature
1	Callum Beaton	21/02/2025	
2	Gareth Chapman	21/02/2025	
3	Scott Cragg	21/02/2025	
4	Phil Eastwood	21/02/2025	
5	Dave Edwards	21/02/2025	
6	Alan Hughes	21/02/2025	
9	Aaron Parker	21/02/2025	
10	Dave Pinington	21/02/2025	
11	Ian Pinington	21/02/2025	
12	Ian Sibbert	21/02/2025	
13	Matthew Sibbert	21/02/2025	
14	Oliver Sibbert	21/02/2025	
15	Dean Slater	21/02/2025	

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Quality Policy	Doc Ref: ISC-5555-7	
	Sheet: Page 7 of 7	

16	Ben Slinn	21/02/2025	
17	Thomas Young	21/02/2025	
18	Sean Slater	21/02/2025	
19	Lewis Walsh	21/02/2025	
20	Paul Tomkinson	21/02/2025	
21	Alfie Slinn	21/02/2025	
22	Jay Brown	21/02/2025	

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