

Quality Policy Statement

Laker Vent Engineering Ltd (LVE) is a process mechanical contracting business operating from within the North-West of the United Kingdom. LVE are committed to ensuring customer satisfaction by continuing to operate and improve our Quality Management System (QMS). A key way to achieve this is by operating a QMS in accordance with the requirements of ISO9001:2015.

Senior management is committed to

- Satisfying requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Senior management shall

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

Effectiveness of the QMS shall be measured by analysing data in relationship to customer feedback, non-conformities, audits and management reviews. The outcome is to ensure continual improvement is achieved.

This policy will be issued to all employees through training and communication. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually (as a minimum) by senior management at management review meetings and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.

Paul Ventre



Michael Ventre



Joint Managing Directors
01st April 2021