



## VISION, QUALITY POLICY and OBJECTIVES

### Vision Statement

To be the “go to” provider of heat exchangers and associated services in the UK

### Quality Policy

Serck Heat Exchange provides heat exchanger products; including design, manufacture and repair & procurement. We also provide installation, commissioning and repairs in situ of heat exchange equipment

Serck Motorsport provides radiator and other heat exchanger products and parts to the motor sport classic car and other industries

Our customers are in the following markets; general industry, power generation and transmission, oil and gas, rail traction, motorsport and service industries.

We shall commit ourselves to satisfying our customers’ and other interested party requirements by:

- Providing approved, reliable and safe products & services which perform to meet our customer’s needs
- Delivering products and services on time using efficient and cost effective processes
- Ensuring our processes continue to meet the requirements of ISO 9001, Unipart Way systems; including the management of risks and opportunities
- Complying with applicable regulations, legislation and other relevant requirements.

We further commit to continually improve the effectiveness of our Quality management System through the processes of review, monitoring, measuring and change control

Our budget and policy deployment processes will be used to establish and review measurable quality objectives and KPIs for improvement and opportunities for growth. The Quality Policy will be communicated throughout the organisation and regularly reviewed (at least annually) for continued suitability.

### Quality Objectives

Serck Heat Exchange is committed to delivering our Quality policy by establishing effective measured objectives which are reviewed at regular intervals as necessary through the business. These objectives are re-assessed as required or at Management Review Meetings and form part of our overall process measurement and Unipart Way systems.

- Customer engagement- develop profitable relationships with all customers; understanding their real and perceived needs better than others, and to serve them better than anyone else.
- Operational Excellence- repeatable, reliable, capable processes which are adding value to the customer and continuously improve
- Organisational Capability- to understand and develop the knowledge, skills and experience of our people, including the enhancement of employee engagement by nurturing a culture that inspires and enables our people.

Alexander Neill, Managing Director, Serck

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