

## Future Six Group

# ThermaCote UK PAS 2030 Quality Policy



# Policies

## Quality Policy

This is the Quality Policy for ThermaCote UK in relation to its application of product activities.

*Added by Josh McIvor on 26/12/2024 at 10:42*

### ThermaCote UK Quality Policy

#### Commitment to Quality

ThermaCote UK is committed to delivering high-quality internal and external wall insulation services in compliance with the requirements of PAS 2030. Our objective is to provide durable, energy-efficient, and environmentally sustainable insulation solutions that meet customer expectations, regulatory standards, and industry best practices.

#### Scope

This policy applies to all ThermaCote UK operations, including design, installation, and post-installation services for internal and external wall insulation projects.

#### Quality Objectives

- Ensure all projects are delivered in full compliance with PAS 2030 requirements.
- Consistently achieve customer satisfaction through high-quality service delivery and clear communication.
- Minimize environmental impact by using sustainable materials and reducing waste during installation.
- Continuously improve our processes, products, and services based on customer feedback and performance monitoring.
- Maintain a skilled workforce through ongoing training and professional development in line with PAS 2030 standards.

#### Roles and Responsibilities

- **Management:** Ensure compliance with this policy by providing the necessary resources, training, and oversight. Regularly review and update the Quality Management System (QMS) to meet evolving regulatory and customer requirements.
- **Employees:** Adhere to established processes and procedures, participate in training, and uphold the highest standards of workmanship and professionalism.
- **Suppliers and Contractors:** Work with vetted suppliers and contractors who align with our quality and environmental standards.

#### Compliance and Standards

ThermaCote UK commits to:

- Meeting all statutory and regulatory requirements relevant to insulation services, including PAS 2030 and PAS 2035.
- Following documented processes for project design, planning, installation, and verification to ensure consistent quality outcomes.
- Using approved materials and installation methods that conform to PAS specifications.
- Conducting thorough pre-installation surveys and risk assessments to ensure suitability and safety.
- Performing robust post-installation checks to verify performance and compliance.

#### Customer Focus

- Engage with customers to understand their needs and provide tailored insulation solutions.
- Ensure clear communication at all stages of the project, from initial consultation to final completion.
- Offer ongoing support and guidance post-installation to ensure customer satisfaction and optimal product performance.

#### Continuous Improvement

- Monitor performance metrics, including installation quality, customer satisfaction, and energy savings.
- Investigate and resolve non-conformities through root cause analysis and corrective actions.
- Conduct regular internal audits and management reviews to identify opportunities for improvement.

#### Environmental Responsibility

- Promote the use of eco-friendly materials and methods that reduce the carbon footprint of our operations.
- Implement waste reduction strategies, including recycling and responsible disposal of materials.
- Educate staff and customers on the environmental benefits of insulation and energy efficiency.

#### Policy Review and Communication

This policy will be reviewed quarterly or as required to ensure its relevance and effectiveness. It will be communicated to all employees, contractors, and stakeholders and made publicly available to demonstrate our commitment to quality.

## Linked work

No Links to display.