



## QUALITY POLICY

**Scandia Heating (Aust) Pty Ltd and Scandia Stoves & Spares Pty Ltd provides heaters, stoves and spare parts to wholesale and retail. Quality is an integral part to our success and is the combined responsibility of all employees and suppliers.**

The management and employees of Scandia Stoves & Heaters are committed to the task of continually improving the effectiveness and maintaining the Quality Management System (QMS) to the requirements of AS/NZS ISO 9001:2015

The objectives of this policy are to:

- Increase customer satisfaction
- Comply with ISO 9001:2015 and maintain certification status
- Continual improvement of performance
- Achieving legal and regulatory compliance to regulators and government
- Reduce non-conformances
- Maintain and develop a close working relationship with clients, suppliers and other partners

The purpose of the QMS is to improve customer satisfaction by meeting legislative, regulatory, standard and most importantly the customer requirements.

The QMS ensures the client's needs and expectations are met by clearly identifying the client's requirements and consistently providing a complying product with efficient use of available resources.

The QMS enables Scandia Stoves & Heaters to achieve their quality objectives and strategy by measuring continual improvement of the QMS itself and the business' quality performance.

Scandia Stoves & Heaters continuously monitors the QMS through processes and management reviews to ensure its on-going suitability and achieve excellent quality services.

Management will review this policy regularly at management review meetings and the QMS as a whole to ensure its continuing suitability.

**Jake Cassar**  
**Chief Executive Officer**

03 Jan. 18