



ISO 9001 Quality Policy



By Appointment to
Her Majesty Queen Elizabeth II
Suppliers of Commercial Refrigeration
Foster Refrigeration, King's Lynn

Our vision: Where there's food there's Foster.

As part of our ISO9001 certification, our quality policy sets the approach for everything we do.

Our commitment to quality has four pillars, it is formed from the 'ITW Enterprise Strategy', 'ITW's strategic principles and our annual business plans, these are at the core of our business and form the foundations on which Foster Refrigerator's objectives are generated:

- *Do what we say, execution is a critical differentiator.*
- *Our business model is our competitive advantage.*
- *Growth, quality over quantity.*
- *Interest only where we have compelling competitive advantage.*

We support the above by implementing and maintaining a management system that complies with requirements of the international standard BS EN ISO 9001, it includes a commitment to meet the requirements of our clients, as well as the legal and regulatory requirements to which the organisation subscribes, the continuous improvement of our working methods, processes, systems are reviewed at management meetings to ensure they remain effective.

All personnel within the Foster Refrigerator are responsible for the quality of their own work, the objective for all employee's is to carry out their work in a safe and efficient manner and to the satisfaction of the client, be it an internal or an external party; Foster Refrigerator provides the resources and training to allow this to happen, written processes and procedures assist all personnel to achieve the expected quality standards.

Paul Veried.

VP Global Refrigeration.
June 2018.

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