

**Directors:** Giuseppe Frosi  
Ruth Frosi  
Donna Hazelton

**Adept Pure Water Limited**  
36 Huxley Close, Park Farm South  
Wellingborough, Northants. NN8 6AB

**T:** 01933 677181  
**F:** 01933 677847  
**W:** [www.adeptpwt.co.uk](http://www.adeptpwt.co.uk)  
**E:** [enquiries@adeptpwt.co.uk](mailto:enquiries@adeptpwt.co.uk)

REF-004 Updated: April 2018 v.9

## **Quality Management Statement**

ADEPT Pure Water Ltd was established in 2003 to provide Water Purification Solutions to Commercial customers across a diverse range of industries. The Company aims to be reputed as being a leader within the UK Water Purification Industry for reliable bespoke products and services that meet's its customer's requirements each and every time.

To ensure the Company operates to the best of its abilities, it is committed to implementing an effective Quality Management System which complies with the international standard of good practice BS EN ISO 9001 which will provide the framework for documenting, measuring and improving its performance.

ADEPT Pure Water Ltd.'s main objectives are:

1. To provide an efficient product and or service conforming to agreed specifications (monitored against approved quotation, final test inspections, commissioning reports and call backs of new installations) increase production conformity by 3% year on year.
2. Reduction of Engineer Callbacks by 5% year on year (monitored against call back spreadsheet & engineers' grading scale).
3. Customer Satisfaction Rate to increase by 1% year on year (monitored against customer feedback survey).
4. Assembly scrappage rates to decrease by 5% year on year (monitored against SAM Solutions Scrappage Report).

The Company has introduced and follows systems and procedures to support its aim of total customer satisfaction and continuous improvement throughout its business operations which include:-

1. Measurable quality objectives which reflect business aims and satisfy applicable statutory and regulatory requirements;
2. Communication of this policy to staff and interested parties;
3. Develop staff competencies, creativity and accountability through development programs;
4. Selection and performance monitoring of suppliers against set criteria;
5. Regular gathering and monitoring of customer feedback.
6. Regular audit of internal processes;
7. Management reviews of audit results, customer feedback and complaints.
8. Encouraging the use of a process approach and risk-based thinking to promote improvement
9. Ensuring that resources are available so that the QMS can achieve its intended results.

Though the Managing Director has ultimate responsibility for Quality, all employees have their own accountability within their work duties to ensure that Quality is embedded within the whole Company. This is the driving factor to ensure that quality workman ship gets the job completed correctly first time, every time.

Signed:  
Position: Managing Director

G.Frosi 08/04/2018



VAT No: 986 5094 67  
Company Registration No: 04946115