

IntegralQ Ltd

QUALITY POLICY STATEMENT

IntegralQ Ltd provide electrical and mechanical services to the construction industry, and work in the commercial, education, healthcare and pharmaceutical sectors. We are based in Hatfield and employ 21 people.

Quality is important to our business because we value our clients. We strive to provide our customers with installations which meet and even exceed their expectations.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and we are also seeking to improve these.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

In the event of any non-conformance all Operations employees are required to complete a snagging sheet detailing the issue and confirming when it was rectified.

The next policy review is March 2026

Signed: 

Print: N Rowles

Role: Managing Director

Date: 11/3/25