

Quality Policy Statement

Baxi Heating is a market leader in smart heating and hot water solutions for the domestic and commercial markets. We are proud to have been manufacturing in the UK since 1866 and our mission is to create lifetime customer loyalty. We acknowledge our environmental and social responsibilities, we strive to innovate and operate to industry sustainable and ethical practices.

Working closely together with all our stakeholders, we are committed to delivering supplier & operational excellence across our products & services. To deliver continuous improvement in safety, reliability & quality through our commitment to our strategy of Zero-2-Ten.

Our Quality Policy is to:

- Provide products and services that delight our customers and fulfil their requirements.
- Continually improve the quality management system, product and service provision.
- Effectively communicate objectives and risks, to continually drive improvement.
- Train and brief all staff to fully deploy quality through policies and procedures.
- Assure compliance with relevant legislation and international standards.
- Work with all our stakeholders to deliver operational excellence and continuous improvement through our Zero-2-Ten strategy.

Our Management ensures this is achieved by:

- Setting and reviewing measurable quality objectives regularly to ensure these are met.
- Seeking regular feedback from our customers and to use these to improve our products.
- Deploying a quality management system certified against BS EN ISO 9001: 2015.
- Providing resources and ensuring responsibilities and authorities are effectively deployed.
- Reviewing the effectiveness of the quality management system and driving improvement.
- Ensuring all activities comply with stated methods and our customer's requirements.
- Supplier measurement and improvement initiatives to mutually benefit both organisations and our product reliability.



Karen Boswell OBE
Managing Director UK and Ireland
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- **ZERO** is the target for the number of product safety or epidemic quality outbreaks by 2021.
- **TWO** is the target % for field calls to our products within the first 2 years (standard warranty period) by 2021.
- **TEN** is the target % year on year reduction in warranty cost from 2019.