

Quality Policy



CoolLED is a growing and ambitious company which recognises the importance of establishing and maintaining an effective Quality Management System (QMS). This will ensure that reliable and repeatable processes are in place to deliver the standard of product and services which the company seeks to offer its customers, staff and suppliers.

The QMS is a vehicle for continual improvement which is linked to the company's Mission and Values to ensure that the objectives set are consistent with the goals and targets for business growth and strategic direction.

CoolLED's Mission:-

To contribute to science by developing illumination systems that enable research and provide the technology to improve peoples' lives.

As a provider of sophisticated LED illumination systems, we will ensure that all relevant and mandatory testing, certification and approvals are in place and available for verification by our stakeholders. We will maintain third party approval of our QMS through ISO 9001:2015 certification.

CoolLED's values are represented as a *pioneering* company with staff who are passionate about using technology and new ways of working to solve problems. We are *ambitious* in our aim to be the best in the markets we address in all aspects of our activities. It is our policy to ensure compliance with regulations, quality standards and applicable directives and to maintain the effectiveness of the QMS.

We are *committed* to total customer satisfaction and continual improvement, and strive to add value in everything we do for the benefit of our customers, shareholders, partners and suppliers.

We operate in a *supportive, fair*, open and respectful culture and are intent on engaging, developing and retaining great people. Continual improvement of processes and practices, in conjunction with investment in people and systems, will be driven by a focus on customers and their application requirements. This will be achieved through the determination and achievement of objectives.

The Executive Directors (ED) and Leadership Team (LT) are *committed*, and contribute, to the development and execution of our quality process. They supply the necessary resources to implement this policy and ensure that this commitment is understood and embraced by all staff within the company.

The ED and LT, and all our staff are *committed* to this policy and to the practices of the QMS.

Managing Director

Operations Director

Technical Director

Global Sales Manager

Business Support Manager

Marketing Manager

Engineering Manager

Finance Manager

Production Engineering Manager