

Quality Policy



CoolLED is a growing and ambitious company which recognises the importance of establishing and maintaining an effective Quality Management System (QMS) and seeks third party verification through ISO 9001:2015 certification. This ensures that reliable and repeatable processes are in place to deliver products and services which exceed the expectations of customers, staff, suppliers and other stakeholders.

The QMS is a vehicle for continual improvement and achievement of CoolLED's Mission and Values. The objectives set are consistent with the goals and targets for business growth and strategic direction.

CoolLED's mission is: -

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, CoolLED ensures all relevant and mandatory testing, compliance obligations, certification and approvals are met and available for verification by our stakeholders.

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 market leaders and innovative in all aspects of business performance.

We are *committed* to total customer satisfaction and strive to add value to customers, shareholders, partners and suppliers.

We operate in a *supportive, fair*, open and respectful culture and are intent on investing in, engaging, developing and retaining great people and systems.

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 the QMS.



Managing Director



Operations Director



Technical Director



Global Sales Manager




Business Support Manager



Marketing Manager



Engineering Manager



Finance Manager



Production Engineering Manager