



DELIVERING LEADING INNOVATIONS

Quality Policy

SHJ Hospital Pipelines Ltd is a leading supplier of Piped Medical Gas Systems, Solutions and Services in the UK and a market leader in remote monitoring and energy saving technologies. We invest heavily in R&D to remain at the forefront of our industry.

We have worked with NHS Hospital Trusts and the private sector across the UK for over 50 years, designing, installing and maintaining a wide range of medical gas systems. All work is carried out by our highly experienced team of dedicated and competent professionals.

We, the employees of SHJ, are committed to consistently provide products and solutions that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do the job right the first time and every time.

We aim to achieve the above by implementing a quality management system (QMS) that complies with the international standard ISO 9001:2015. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We are aware of the impact of climate change and the importance of making our operations as sustainable as possible so we can do our bit to mitigate the issue. We will also monitor and continue to develop our quality system to ensure it remains effective. Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvement.

The scope of our QMS is **“The design, production, supply, installation and maintenance of medical and laboratory gas pipeline systems including associated electrical wiring and the completion of “as installed” drawings.”**

All personnel within the company are responsible for the quality of their work. SHJ provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.

The policy, organisation and procedures necessary to achieve the requirements are described in our QMS. Quality objectives of the company are agreed annually at the Management Review Meetings and reviewed for effectiveness. At these meetings, we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organisation.

SHJ's Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation status and effectiveness.

Signed:

A handwritten signature in black ink, appearing to read 'G. Jones', is written over a faint, illegible printed name.

Dated: 9 April 2024

Position: **Managing Director**

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