

Quality Policy

Crown Gas & Power is committed to exceeding customer expectations through a culture of quality; which aims to put the customer first in everything we do; and continuous improvement; which strives to improve and simplify our services while remaining competitive on price.




The company, led by our Board of Directors are working to formally implement a Quality Management System (QMS) to satisfy the quality assurance standard (BS EN ISO 9001:2015) and support us in fully meeting customer requirements.

We also use the following key tools to deliver on our commitment to high quality:

- gathering and monitoring customer feedback
- maintaining a customer complaints procedure
- monitoring performance against set criteria
- continuous training and development
- auditing internal processes
- setting SMART quality objectives that reflect and reinforce business goals
- reviewing and taking action as a result of audit results, customer feedback and complaints.

The appropriateness and effectiveness of the implementation of our Quality Policy is measured and reviewed on an ongoing basis, including our Quality Management System (QMS) and objectives.

Sign: 

For and on behalf of the Senior Leadership Team

Next Review: 1st July 2024