

Quality Strategy/Policy

At CHP Actuation Ltd, we design bespoke actuation solutions to control the flow of fluids/gases. The products we supply,

install including Gear boxes, electric, pneumatic, and hydraulic actuators valve mounting kits and auxiliary products for use in industrial and potentially hazardous environments. CHP Actuation Ltd provides our customers with sales, contracts, and service support for a wide range of Services.

To support the strategy, we have set six objectives:

Engage and satisfy our customers	Quotation times, delivery performance, customer defect enhance
Operating Performance	Targeted high turn inventory, increase productivity improvements through using CHP's Lean processes and optimise the CHP's footprint within the UK.
Lead with culture, performance, and health.	Employee development, competency assessments and training programs.
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Drive Growth	Targeted results in line with Groups Defined Strategy. Improve IT systems by leveraging the IOS/Microsoft D365 Platform.
Drive Recurring Revenues	By leveraging our knowledge of actuation products via our service team.
Innovate our Future	Develop processes that increase operational efficiencies and enable the team to provide product/service in line with customer expectations.

To help us to achieve this, the management team has implemented a business management system and is committed to continual improvement of its processes. To ensure that the above objectives are met and are on track regular reviews are held via the following methods:

- Monthly Group Management Operational Reviews.
- Monthly Local Management Operational Reviews.
- Periodic Management Reviews.

The policy is communicated through the induction process and placed on internal notice boards. Master copies are filed on OneDrive. Employees are tested on their understanding of the policy through such means as the internal audit process. The policy also available to interested parties on request.

Chris Lewis



Managing Director

Date: 18/12/2024