



Quality Policy

AHI Carrier aims to be one of the foremost suppliers, distributors, project managers and design consultants with respect to HVAC equipment and associated power and control systems. To achieve this goal the Company recognises that the maintenance of quality standards in all of our activities is the key to our success and reputation. AHI Carrier is focused on a policy of providing equipment and services that meet, or exceed, Customer expectations and all associated specifications and applicable regulatory requirements.

AHI Carrier believes that a systematic and process based approach to quality management is the optimal way to ensure consistent improvement. To this end we have established a Business Management System designed to ensure compliance with the requirements of ISO 9001:2015.

The Management of AHI Carrier is committed to ensuring that Customer satisfaction and the degree to which we meet, or exceed, their expectations is maintained at a consistently high level. The Company will obtain and monitor this information and will establish targets and objectives that will facilitate continual improvement with respect to all aspects of Customer satisfaction.

The Management undertakes to provide the resources and training necessary to ensure that all those undertaking any required task are competent and enabled to do so. All personnel are responsible for the quality of their own work and ensure they are familiar with the systems and processes involved in the successful completion of each task.

AHI Carrier, in the management of our processes and systems, will ensure that there is a focus on risk-based thinking aimed at taking advantage of any identified opportunities, and preventing undesirable results by identifying risks and implementing actions to mitigate them. In this respect AHI Carrier will, due to its activities across the globe, assess risks related to political, economic, sociological, technological, logistical and environmental issues (PESTLE) and will incorporate a strengths, weaknesses, opportunities and threat (SWOT) analysis when determining risks and opportunities.

AHI Carrier establishes Key Performance Indicators (KPI's) to monitor the performance of our systems and processes; results obtained are used to facilitate continual improvement of the Business Management System processes, and their performance, to ensure the delivery of our strategic objectives.

This Quality Policy will be prominently displayed across all our work locations ensuring that all personnel are fully conversant with our quality aims and commitments. The policy is publicly available and is available on our website www.ahi-carrier.com

Review of this policy will take place on an annual basis, and where deemed necessary, the policy will be revised and reissued for use throughout the company.


Madhanagopal Chandrakumar
COO
AHI Carrier

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