

Baxi Heating Quality Policy Statement

Baxi Heating is a market leader in smart heating and hot water solutions for the domestic and commercial markets, supplying boilers, gas and electric water heating, solar thermal, combined heat and power, controls and digital heating solutions.

Baxi Heating has been in business for over 150 years. Our mission is to create lifetime customer loyalty. Baxi Heating acknowledges its environmental and social responsibilities and strives to operate to industry sustainable and ethical practices.

Baxi Heating is committed to achieving the highest quality standards

1. Our quality policy is to:

- Provide products and services that delight our stakeholders and fulfil their requirements;
- Continually improve the Quality Management System, product and service provision;
- Effectively communicate objectives and risks, to continually drive improvement;
- Train and brief all staff to fully deploy quality through policies and procedures;
- Assure compliance with all relevant legislation and international standards.

2. Our management team and colleagues achieve this by:

- Setting and reviewing measurable quality objectives regularly to ensure these are met;
- Seeking structured regular feedback from Customers;
- Deploying a quality management system certified against BS EN ISO 9001: 2015;
- Providing resources and ensuring responsibilities and authorities are effectively deployed;
- Reviewing the effectiveness of the Quality Management System and driving improvement;
- Ensuring all activities comply with stated methods and Customers' requirements.



David Pinder
CEO - Baxi Heating UK and Ireland