



**0800 917 0993**

[www.ajkservices.net](http://www.ajkservices.net)  
[enquiries@ajkservices.net](mailto:enquiries@ajkservices.net)

Main Office:  
4 Price Street  
Morpeth  
Northumberland  
NE61 1RB  
VAT N°: 944767381

## Quality Management Statement

Date of Issue: 06 January 2010

Reference N°: AJQMS1

### Company Background

The aim of AJK Services is to make customer service our number one priority and our mission is to be the single preferred choice for emergency and planned maintenance- there are a number of satisfied customers throughout the North East area that can attest to this.

Our Engineers operate from fully equipped vans, ensuring that your problems are quickly and efficiently resolved. Our business is built around serving you, the customer and our installers are qualified to deal with every task and problems you may have.

At AJK Services we are dedicated to customer care. This includes everything from the moment a customer makes contact with or enters business with us; at point of sale; during the provision of a service and after sales care.

We know consumers are more aware of their entitlement to high standards of customer care. When deciding where to purchase goods and services, we understand good customer service can often be as important as pricing, location and range of choice.

We believe a happy customer is more likely to become a loyal customer, willing to recommend our business to friends and family.

Home or business problems can be stressful and repairs costly. With AJK Services you find affordable and trustworthy engineers and you can have a peace of mind that all your plumbing, drains and electrical problems can be taken care of. Remember we only charge from time of arrival with no hidden costs.

AJK Services was established in 2008 and we are becoming one of the North-East largest one stop maintenance providers. Based in Morpeth and Newcastle upon Tyne, the company provides a professional and reliable electrical and plumbing maintenance and service to customers throughout the North East.

In short, we take the time to ensure that you receive an unrivalled level of service at an affordable cost!

### Quality statement

AJK Services is a well established company providing a professional service in plumbing and heating in both the domestic and commercial markets.

It is our policy to offer a high quality, cost effective and efficient service which meets the full needs of our clients and, through developing close working relationships to provide long term support and total satisfaction to all our customers.

We pride ourselves on being innovative and understanding customer specific customer problems and through a process of continual improvement aim to achieve and maintain long term growth.

We have a reputation for the high quality of our service and we actively invite all our customers to feed back suggestions on how to improve our service further.

As a result we always endeavour to:-

- Complete all works on time and on budget.
- Attempt to attend emergency calls within 2 hours.
- Respond to any customer queries within 8 hours (normal working hours).
- Measure customer satisfaction and use the results to promote continuous improvement.
- Develop the business in line with the above the other business objectives.



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## **Environmental Policy**

AJK Services is a company which is committed to continuous business development whilst adopting a responsible attitude towards its impact on the environment at all levels.

As a result we will at all levels:-

- Endeavour to minimise adverse environmental impact through forward planning in all of our activities.
- Strive to achieve a reduction in undesirable emissions to air, land and water and reduce noise associated with our activities both on and off site. As far as we are able, to conserve natural resources by using materials from sustainable origins, minimise waste and where possible the efficient use of energy.
- As far as is available to recycle all materials at designated recycling centres.
- Develop environmental procedures to promote full compliance with national and local environmental legislation and within generally accepted industry standards.
- Carry out monitoring of environmental performance together with the development of risk assessment techniques wherever there is the potential for adverse impact.
- Encourage suppliers and subcontractors to adopt standards similar to our own on environmental policy.
- Ensure that all waste disposals are carried out responsibly and in accordance with current legislation.
- Raise awareness in all staff through training and communication of company philosophy and commitment to the adoption of these principles.

## **Dealing with Quality Issues**

The company bases all its quality initiatives on the target of total client satisfaction.

Any contact with a client is fully recorded and quotations and specifications are drawn up in a clear and comprehensive manner to ensure that these can be easily understood. Any requests for clarification are dealt with quickly and professionally.

All employees are regularly reminded of the importance of customer satisfaction by means of company notice boards and bulletins. The company carries out regular surveys of its clients to establish that their requirements are being fully met.

From time to time issues of quality may arise. These are dealt with immediately by the Manager in charge of the venue or function involved. The Manager in Charge will deal directly with the issue taking steps to immediately remedy the cause for complaint and ensuring client satisfaction. At the soonest possible time (but no later than the next working day) the Manager in Charge will inform the Quality Director of the issue/incident and what steps were taken or are being taken to remedy or correct the matter. Any such issue/incident will be recorded in the Quality File for subsequent examination at Board Meetings or by interested parties.



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## **Customer Care Statement**

### **Sale of Goods**

We fully adhere to the Sale of Goods Act 1979 (as amended) and the Trade Descriptions Act 1968. This means that the goods that we sell or supply will be of satisfactory quality, fit the description and be fit for purpose.

Satisfactory quality means the appearance and finish of the goods, their safety, fitness for their normal purposes and the length of time they should continue to do what they are meant to do. Goods must also be free from flaws, even minor ones, except when these are brought to the customer's attention (for example, display items).

Fit description means that the goods will match any description given to them.

Fit for purpose means that the goods will do what they claim to do. This is in addition to your right that the goods should be fit for their normal purposes.

Please see Terms & Conditions for more details on the supply of our goods.

### **Services**

For services, we adhere to the Supply of Goods and Services Act 1982 (as amended).

This means we will do the work with reasonable skill and care.

We will finish works within a reasonable period.

Prices will try to be agreed prior to any work being carried out. If an estimate is given, we will make sure that they know that you have not been given a quotation. An estimate is a rough guide, but a quotation is the agreed or contract price.

All materials used will be of satisfactory quality, correspond with the description and be fit for any particular purpose.

### **Complaints**

What to do if you have a complaint.

We want customers to be happy, if you feel that the goods we have supplied are faulty or if you haven't received the best standard of service from us, we want to hear from you.

If you have a query or problem, please contact us via one of the ways below.

By post:

Customer Care AJK Services  
4 Price Street  
Morpeth  
Northumberland  
NE61 1RB

Telephone:  
08009170993

Email:  
[enquiries@ajkservices.net](mailto:enquiries@ajkservices.net)

We shall attempt to rectify complaint as quick as possible, for more complex complaint we may ask for details to be placed in writing and sent to the above address.

We shall endeavour to respond to the complaint within 14 of receipt.