

It is the policy of **Sterling Thermal Technology Limited** to meet customer requirements and enhance their satisfaction with our thermal heat exchanger products and overall service by operating all our processes under controlled conditions.

This policy is deployed through our quality management system that has been established, documented, and implemented to fully conform to ISO 9001:2015, customer-specific, applicable law and regulatory requirements as they apply to our products services. The company uses and promotes the 'process approach' and 'risk-based thinking' as required by ISO 9001:2015.

The system is maintained and continually improved through the setting, monitoring, and reviewing of our quality objectives, data analysis, internal auditing, problem solving, corrective and preventive actions, physical and human resource requirements, and management review. Changes in the governing standards and regulatory/contractual requirements are assessed and incorporated on an on-going basis.

Personnel are provided with instruction to assure their understanding of the company quality policy and training/coaching to enable them to competently carry out their work. They are given access to quality management system documentation and are made aware of relevant procedures and/or job instructions.

The necessary infrastructure and work environment is provided and maintained to ensure conformity to product, regulatory and law requirements.

We are committed to fostering close relationships with customers and we strive to meet the expectations of other interested parties.

Our quality policy and quality management system have been established by our top management/stakeholder requirements and are subject to regular management review to guarantee continuing suitability, efficiency, and effectiveness.

Emrah Gozturk
Chief Executive



Reviewed: January 2023

Next review: January 2024

