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Celebrating Over 30 Years
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Quality Policy & Procedures

DT Compressor Services Ltd

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Author	Ross Turville
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DT Compressor Services Ltd is committed to providing high-quality compressed air solutions through the distribution, installation, servicing, and maintenance of air compressors and associated equipment supplied by approved manufacturers. While the company does not manufacture products, it accepts full responsibility for ensuring that all products and services supplied meet customer requirements, applicable standards, and relevant statutory and regulatory obligations.

Our aim is to consistently deliver reliable, safe, and effective solutions that meet or exceed customer expectations, while fostering long-term relationships built on trust, technical competence, and service excellence.

DT Compressor Services Ltd is committed to:

- Reviewing and confirming customer requirements prior to the acceptance of orders or service activities
- Supplying products only from approved and reputable manufacturers and suppliers
- Verifying purchased products and materials to ensure conformity with specifications and order requirements
- Ensuring all installation, servicing, and maintenance work is carried out by competent personnel in accordance with manufacturer instructions, industry best practice, and contractual obligations
- Identifying and maintaining traceability of supplied products, equipment, and components where applicable
- Handling, storing, protecting, and delivering products in a manner that prevents damage, loss, or deterioration
- Inspecting and testing installed and serviced equipment to confirm conformity prior to handover
- Controlling non-conforming products or services and managing customer complaints effectively through corrective action
- Maintaining accurate and complete quality records to demonstrate conformity and support continual improvement
- Complying with all applicable legal, regulatory, and health & safety requirements
- Continually reviewing and improving the effectiveness of the quality management system

Senior management is committed to providing the resources, training, and leadership required to implement this policy effectively. This Quality Policy is communicated to all employees, reviewed periodically for continued suitability, and made available to interested parties upon request.

SafeContractor APPROVED
BOGE COMPRESSED AIR SYSTEMS
Managing Director: S. Dawkins
Directors: R. Turville, L. Turville
Registered in England No. 3082047
REFCOM® F-GAS CERTIFICATED
bcas BRITISH COMPRESSED AIR SOCIETY LIMITED

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Supporting Quality Procedures

1. Review of Customer Requirements Procedure

Purpose: To ensure customer requirements are clearly understood, reviewed, and agreed prior to the supply of products or services.

Procedure:

- Customer enquiries, orders, or service requests are reviewed to confirm scope, specifications, delivery requirements, and any statutory or regulatory obligations
- Any unclear or conflicting requirements are clarified with the customer before acceptance
- Changes to customer requirements are reviewed and agreed prior to implementation
- Confirmed requirements are recorded on job records, service reports, or order documentation

2. Purchasing and Purchased Product Verification Procedure

Purpose: To ensure products and materials are purchased from approved suppliers and meet specified requirements.

Procedure:

- Suppliers are selected based on suitability, reputation, and ability to meet quality requirements
- Purchase orders clearly define product specifications and delivery requirements
- Delivered products are checked on receipt for correctness, condition, and accompanying documentation
- Any discrepancies or damage are recorded and addressed with the supplier

3. Identification and Traceability Procedure

Purpose: To maintain identification and traceability of supplied products and equipment where required.

Procedure:

- Products and equipment are identified using serial numbers, asset numbers, job numbers, or service records
- Traceability is maintained through delivery notes, service reports, and maintenance records
- Records link supplied products to customer sites where applicable

4. Product Verification, Inspection, and Testing Procedure

Purpose: To ensure products and services conform to requirements prior to handover.

Procedure:

- Installed or serviced equipment is inspected and tested in accordance with manufacturer guidance and contractual requirements
- Functional checks and safety inspections are completed where applicable
- Results are recorded on service reports or commissioning documentation
- Equipment is only released once conformity is confirmed

5. Handling, Storage, and Segregation Procedure

Purpose: To prevent damage, deterioration, or unintended use of products.

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Procedure:

- Products and materials are handled in accordance with manufacturer recommendations
- Storage areas are kept clean, secure, and suitable for the products stored
- Non-conforming or damaged items are clearly identified and segregated to prevent unintended use

6. Protection, Packaging, and Delivery Procedure

Purpose: To ensure products are protected during storage and delivery.

Procedure:

- Products are packaged or protected to prevent damage during handling and transport
- Delivery arrangements are planned to meet customer requirements
- Delivery records are retained where applicable

7. Control of Non-Conformance and Customer Complaints Procedure

Purpose: To ensure non-conforming products or services and customer complaints are effectively controlled and addressed.

Procedure:

- Non-conformances and complaints are recorded and investigated
- Corrective actions are implemented to prevent recurrence
- Customers are informed of outcomes where appropriate
- Trends are reviewed to support continual improvement

8. Quality Records Procedure

Purpose: To ensure quality records are maintained as evidence of conformity.

Procedure:

- Records include purchase documentation, service reports, inspection records, and complaint records
- Records are legible, identifiable, and retrievable
- Records are retained for appropriate periods in line with business and regulatory requirements

Approved by	Ross Turville
Position	General Manager
Signature	
Date	14/10/2026

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