

The success and long-term profitability of Aggreko is built on the quality and value of service we provide to our customers. Our global leadership in the field of Temporary Power and Temperature Control equipment has come about because, over many years, we have delivered superior service and value. By investing in the development of our people, processes and business information, we work to improve continuously our performance and to maintain this position of leadership.



Global Quality Policy Statement

These goals are achieved through our total and continued commitment to an effective quality management system. This, combined with our health, safety and environmental management systems, means that we can recognise and realise continual improvement, and ensure that efficiency and quality are maintained throughout the business. Using the Net Promoter Score system, we continually monitor our performance in measuring how well our customers think we are doing.



Our goals for maintaining quality of products and services are:

- To ensure that we understand properly our customers' requirements, and then satisfy them.
- To ensure the highest quality of customer service is maintained.
- To ensure that our people have the necessary skills, tools and ability to conduct our business effectively, efficiently, consistently and right first and every time.
- To fully commit to Orange Excellence, the programme of continual improvement adopted by Aggreko.
- To set, monitor and review quality objectives and key performance indicators on a regular basis, ensuring that we track and improve in all aspects of the business.
- To ensure that we operate in a safe and environmentally sound manner, meeting and exceeding all applicable legal and regulatory requirements around the world.



Rupert Soames
Group Chief Executive



aggreko