



UK ELECTRICAL

Quality policy statement

UK Electrical Installations Ltd
Sorenson House
Smiths Way, Saxon Park
Bromsgrove
B60 4GA

UK Electrical Installations Limited was established in 1995.

The company is an electrical contracting business, providing electrical design and installation services to the commercial and industrial sectors.

We are based in Bromsgrove in the West Midlands and employ 30 staff.

Quality is important to our business because we value our customers. We strive to provide our customers with a service which meet and where possible exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This statement is posted on the Company Notice Board and can also be found in the staff handbook.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

MANAGING DIRECTOR