

Quality Policy

Quality is important to our business because we value our customers and endeavour to provide our customers with products and services which meet and even exceed their expectations.

The Company will:

- Build a mutually profitable *relationship* with our customers and suppliers ensuring long-term success, through the understanding of their needs and the needs of the business.
- Achieve our *commitments* for quality; to cost and to schedule, satisfying both business and the requirements of the client/customer.
- Where possible, use *best preventive/technical practices* with reliable risk management at all levels within the organisation.
- Drive *continual improvement* of the QMS and innovation based upon efficient business risk based processes, well-defined measurements, best practices and customer feedback.
- Promote *teamwork* through good communication including third party contractors. Communication can be in any form appropriate to the business and operational criteria.
- Develop staff *competencies, creativity, empowerment and accountability* through appropriate training programs.
- Show *strong management leadership, involvement and commitment*.
- Undertake annual audits, reviews of business aims/objectives, targets and internal processes/procedures,
- Maintain compliance with/to the latest quality standard(s) and satisfy requirements applicable to the business, the client/customer, UK and applicable legislation.
- Monitor progress on the management system and report at the annual management review.

Signed:



S Edwards

Managing Director

O.T.L. Electrical Services Limited

Date: **January 2023**