

Slaters Electricals Limited - Quality Policy & Statement

It is the policy of Slaters Electricals through our systems and people to provide a first class product and service to our customers. The scope of the certification includes as follows: 'Providing new and refurbished electrical switchgear, transformers, cabling and associated project management services.'

To facilitate our business activities, we operate a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. Our QMS forms a fundamental part of our business activities to ensure the ongoing development and improvement of our management systems. Our head office is based in Blaydon with an additional regional office in Sheffield.

We are committed to:

1. **Customer focus** – understanding our clients' needs and requirements to fulfill expectations.
2. **Legal requirements** – comply and satisfy our statutory and regulatory requirements.
3. **Leadership** – the Senior Management Team (SMT) take accountability and show commitment to the development and implementation of the QMS, endorsing the process approach and risk based thinking. They will ensure that the QMS is aligned with the context and strategic direction to enhance business output.
4. **Engagement** – we advocate the full participation of our staff into the QMS and allocate sufficient resource, responsibilities, training and support to ensure the system delivers its intended results.
5. **Process approach** – we will manage our activities and associated resources as a series of planned processes to produce products and services to meet our statutory, legal and customer requirements.
6. **Improvement** – we are committed to the continuous improvement across all aspects of our QMS. We will set clear objectives and monitor our progress ensuring we achieve our intended results.
7. **Evidence based decision making** – we will measure the performance of our processes and relevant data to make informed and effective decisions to improve our management systems. Internal audits, monitoring and management reviews will be completed as part of our commitment to continual improvement.
8. **Relationship management** – we shall establish and secure mutually beneficial partnerships with our suppliers to provide a consistent service.

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This policy will be reviewed at least annually, communicated to all stakeholders and is available on request.

Signed:

A handwritten signature in black ink, appearing to be 'JS' or similar initials, written in a cursive style.

Jamie Slater
Managing Director

Date: 17.07.20

Review Date: 17.07.21