

# QUALITY POLICY

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Team Electrical Services is a specialist provider in the provision of commercial electrical services including on site installations. Our top management and staff are committed to providing high quality services that meet and exceed our customer's expectations.

## Quality objectives

The top management and staff at Team Electrical Services are committed and will strive to:

- provide an exceptionally high-quality level of products and services to our customers, and
- follow up on services and products provided, to ensure customer satisfaction is maintained at a high level.

As part of our systems and processes we will:

- train, educate and communicate with employees, contractors, and other relevant interested parties in regard to this policy and quality expectations where necessary;
- ensure that this policy is retained as documented information, and available to interested parties;
- define and meet objectives, by documenting and monitoring measurable quality targets;
- comply to statutory, regulatory, and other requirements;
- apply a plan, do, check, act methodology to our quality management system;
- continually monitor and improve our quality performance and the effectiveness of our quality management system;
- apply risk based thinking within our systems, operations, and processes;
- conduct audits to verify core processes are effectively managed within the organisation as part of our continual improvement process;
- ensure our quality management system is conformant and certified to ISO 9001:2015, and
- review this policy annually.

Alan Charlton

A handwritten signature in black ink, appearing to read "Alan Charlton".

Managing Director

10<sup>th</sup> April 2024