

D.W. Electrical

OUR QUALITY POLICY

Customer focus – Everyone is responsible for fully understanding and satisfying the expectations of our customers, with the aim of providing “Quality with Service”. Management who are directly responsible for the delivery of services will seek feedback from their customers to continually develop the standard and range of services being offered.

Communication – Management will ensure that all our planned objectives are effectively communicated and that people fully understand their contribution and importance to the business objectives.

Managed processes – In order to provide a consistently high standard of service, the management of each department are responsible for ensuring their people understand the company systems and have been fully trained. The Company is committed to auditing the effectiveness of its management system, its continual improvement and compliance with BS EN ISO 9001:2000. Senior management will review the management system to highlight opportunities for its improvement and ensure its alignment with the business objectives as part of a six monthly management review.

Continual improvement – It is every manager’s responsibility to encourage their team to contribute ideas for improvement and review their performance in delivering a quality service using reliable information and analysis.

Personal development – Everyone is charged with being responsible for their personal learning in order to maximise their contribution to the Company. Managers are responsible for reviewing, encouraging and supporting people’s development in-line with the business objectives to help improve our performance.