

# Faradays Ltd

## Quality Policy Statement

Faradays is dedicated to the Quality Policy which is intended to ensure that its processes, products and services meet the requirements of its customers at all times. The Quality Manual defines the company's Policy regarding the maintenance of quality and its control throughout the organisation, in relation to procurement, stockholding, sales, installation and servicing of electrical components and materials.

The Quality Assurance procedures defined within the Manual and supporting documentation are intended to meet the requirements of ISO 9001: 2000 as a minimum and are mandatory for all staff.

The Quality Policy is based on three fundamental Objectives:

1. It is the policy of Faradays to provide electrical installation services which fully meet the customer's requirements, are fit for their intended purpose and meet statutory and safety requirements.
2. The quality management system concentrates on prevention, looking at our product and service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. The quality of product and service provision is based on the principle of everyone understanding how to do their job to the standard required, and doing it right first time.
4. To review legal and regulatory requirements relevant to the scope of business and to ensure that we comply.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and for ensuring that correct procedures are adhered to in order to meet the requirements.

Initiatives needed to ensure that the Objectives of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and related objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve objectives.

*Chris Jewell*  
(Commercial Director)

Policy amended 07/11/2017