

## Quality Policy

### ISO 9001 Certificate No. FS 689330

Triangle Electrical recognises the importance that the quality of our service has to the future of our business. A key way to achieve this is by operating a Quality Management System (QMS) in accordance with ISO 9001:2015 and other statutory and legal requirements.

The role of every member of staff forms part of our Quality Management System and our continual improvement process.

Top management is committed to:

- Delivering a quality service to maintain excellent customer relations
- Ensure customer requirements are fully understood
- Ensure consistency of service to a defined standard
- Inspect a percentage of our work as required by our customers or as per internal targets to ensure customer satisfaction
- Obtain customer feedback for continual improvement
- Deal with complaints efficiently and within specified time periods

Top management shall:

- Consider risks and opportunities that may affect the expectations of interested parties
- Conduct management reviews and take the necessary action to enhance customer satisfaction
- Monitor and evaluate the performance of staff, suppliers and subcontractors to ensure compliance and consistency of service
- Establish and communicate the quality policy and objectives
- Support and develop employees to contribute to the effectiveness of the QMS
- Take accountability for the effectiveness and continual improvement of the QMS

This Policy has been implemented in Triangle Electrical Quality Management System. It will be communicated to all employees and made available to interested parties upon request or via the company's website.

This Policy will be reviewed annually by Top Management and where deemed necessary will be amended and re-issued.

Signed:



Date: 06 Jan 2020 – V3

Ref: TRIQM004

Edward Stewardson  
Chief Executive Officer