



## QUALITY POLICY STATEMENT

KM ELECTRICAL SERVICES Ltd quality policy is a firm commitment to continually achieve and maintain an acceptable customer service standard in relationship to fitness for purpose, value for money and meet all relevant standards of safety at all times.

These are the minimum standards to be adopted to ensure the requirements of our customers are satisfied.

The responsibility of "Quality" rests with all employees; every member of staff contributes to the company's "QUALITY POLICY", who will receive training and encouragement necessary to facilitate the smooth and efficient operation of the service provided.

The criteria for the successful implementation of the company's quality policy is:-

"The delivery of the company's service correct to order and any special requirements, on time, achieved with the minimum waste of resources"

Fast and effective corrective/preventative action to any expression of customer dissatisfaction.

Print: K. E. Anderson

Position: Director

Sign: *K. Anderson*

Date: 28/02/2017