

Quality Policy

- The Company (UK Electric Ltd) is committed to excellent customer service at a local level, delegating the maximum degree of decision making to the Profit Centre (H-Squared)
- It is the responsibility of the Profit Centre General Manager to ensure that the conditions for the continued accreditation of the Profit Centre under ISO9001: 2015 are met, by ensuring compliance with the contents of this Management Manual and the requirements of the International Standard.
- The goods and services provided to a customer will consistently comply with all relevant regulatory and statutory requirements. The risks and opportunities that can affect conformity of products and services, as well as the ability to enhance further customer satisfaction, are determined and addressed.
- The General Manager will ensure that adequate resources (people, storage, workspace, transport, phones, etc.) will be available to satisfy customer requirements, compliance to this Manual and ISO9001: 2015
- The General Manager, along with any appointed delegate, is responsible for all matters relating to quality assurance. They will ensure responsibilities assigned are communicated and understood within the Profit Centre.
- The Quality Management System will be reviewed periodically by way of Management Review. This will address and identify issues, create a cycle of continual improvement within the business and provide a framework for setting quality objectives.
- When the need for change is identified, this Management Manual will be updated, approved by the General Manager and published to all relevant Interested Parties.
- The General Manager is responsible for ensuring the integrity of the quality management system is maintained when changes are planned and implemented.
- The General Manager shall determine the internal and external communications relevant to the quality management system.

Tim Champion
General Manager

A handwritten signature in black ink, appearing to read 'T. J. Champion', is written over a light blue horizontal line.

The Power To Supply - Nationwide

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H-Squared is a Trading Division of UK Electric Ltd.