

Quality Policy

Policy

EDSS is dedicated to delivering electrical contracting services, as agreed by contract, at a quality that will at least meet our clients' expectation whilst providing efficient and timely maintenance solutions within the contract budget.

It is clearly recognised that everyone benefits from quality. It reflects directly on our success and is actively encouraged as a matter of pride and satisfaction for all staff. Training will be made available to all staff to enhance understanding of the quality policy, the procedures that flow from it, and their effective application.

Management is committed to complying to ISO 9001 and to continually improving the Quality Management System. Our objective is to execute all work processes effectively and efficiently the first time.

Procedure

To achieve this, management will ensure the policy will be understood, implemented and maintained at all levels of the organisation by developing procedures tailored to the desired work practices and then working to them.

EDSS is focused on best work practices with procedures defined to minimise waste and error across all activities, including project management, service delivery, and maintenance work processes and the management of subcontractors.

EDSS will provide adequate resources to develop and maintain quality. All staff will be provided with training in the procedures and processes that have been developed.

EDSS will continually monitor operations through auditing functions and key performance indicators, to ensure conformance to agreed requirements and targets, and implementing initiatives to promote a trend of continuous improvement.

Quality Objectives

The following quality objectives will be measured using the Quality Reporting System and Dynamics Project Reporting. These objectives represent a true indicator of the businesses success in key strategic areas of Quality of Service, Financial cost of rework and On Time Project Delivery -

Targets

- 3 or less external customer complaints raised per Quarter
- 0.5% rework value of total turn-over per Quarter
- 1 or less Liquidated Damages claims raised per Quarter
- Customer Satisfaction Rating of > 3.5 (out of 4)

These targets will be measured quarterly and reviewed by Senior Management during quarterly Management Review meetings. The suitability of this Policy will be reviewed on an annual basis as part of the Q1 Management Review.

Andrew Jackson
Business Manager

Date: 10/11/2011