



## Quality Policy Statement

It is the policy of Owers Electrical to provide products and services that always meet and where possible, exceed our business objectives and customer requirements, based on the following precepts;

1. The requirements of our customers are collected effectively to ensure that Owers Electrical is capable of achieving customer expectations,
2. The requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner,
3. All processes employed by Owers Electrical to deliver our products and services are determined, resourced appropriately, documented, monitored and measured to ensure conformance to;
  - a. Customer requirements,
  - b. Business objectives, and
  - c. Any applicable industry regulations and legislation,
4. All Owers Electrical employees are competent for their area of work through academic achievement, training and experience, where appropriate,
5. Effective mechanisms are in place to monitor and measure customer satisfaction so that Owers Electrical achieves its commitment to continual improvement.

To provide for this policy, Owers Electrical has established a **Management System (TMS)** in line with the requirements of the **ISO 9001 and 27001 Standards**. The TMS is an integral part of our process management and the organization is dedicated to its continual improvement by;

1. Providing clear focus on priorities by establishing business and quality objectives, which are reviewed periodically through the management review process,
2. Making available the necessary resources to ensure that the TMS remains effective in achieving business and quality objectives, conforming to the requirements of the **ISO 9001 and 27001 Standards**,
3. Top management's participation in the monitoring and measurement of the performance of the TMS is focussed on acting on opportunities for continual improvement.

Owers Electrical has implemented an **Internal Audit Programme** to ensure the ongoing suitability and conformity of the TMS is assured. The TMS has the full support of all directors, staff and associates. All staff have been provided with a copy of the **Owers Electrical TMS Manual** and this document, and these remain available in the Owers Electrical document system for further reference.

Signed:

Owers Electrical Director