



N W P ELECTRICAL LTD QUALITY POLICY

It is the established policy of N W P to provide for its Clients "**Installations and Services**" that are fit for their intended purpose, and that are delivered in conformance with the quoted specifications.

Our overall mission is to be the best Power Systems Electrical Contractor in Wales and the North West.

We will do this by providing:

- **The best quality of equipment**
- **The best quality of service**
- **Accurate estimates and completion of projects on time**
- **An excellent level of customer care**

To achieve this we will:

- **Operate a management system that caters for ongoing improvement for the benefit of our customers and us.**
- **Monitor and record our service delivery and use these results to help in improving the processes.**
- **Provide adequate resources to continue our IIP programme and to monitor the effectiveness of this training**
- **Utilise the results of our Internal Audits to develop and improve our efficiency for the benefit of customers.**
- **Operate a management system that meets the requirements of ISO 9001: 2000.**

Signature:

A handwritten signature in blue ink that reads 'R. Memck'.

Managing Director

Signature:

A handwritten signature in blue ink that appears to read 'D. P. Jones'.

Operations Director