

Quality Policy

It is the policy of Chalfont Electrical Services to maintain a quality system designed to meet the requirements of ISO9001:2015(or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Chalfont Electrical Services to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the business and address risks and opportunities associated with them
- Ensure quality objectives help the organisation achieve customer requirements

- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process
- Proactively seek feedback from customers on how well our products/services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with sub-contractors who enable the business to create and deliver a reliable performance
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the business requirements
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork

- Encourage all employees to identify problems and make suggestions to improve all aspects of the business's services and processes

- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System

- Ensure that the business complies with all necessary regulatory and legal requirements.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Top Management

Name:  Signature: John Coleman Date: 02/01/2022

Name:  Signature: James Hurst Date: 02/01/2022