

The Management of DETA Electrical Co.Ltd is operating under the control of a documented, implemented and maintained Quality Management System.

It is our policy to seek to comply with the requirements of BS EN ISO 9001:2008, to implement and operate fully through registration and annual review, and to ensure that the company's quality objectives are being met.

The company is committed to selling approved products in accordance with British and IEC standards.

The company is committed to the building of long term customer relationships, developing its relationship with key customers and by providing quality service to all customers.

The company is committed to the continual improvement of the effectiveness of the Quality Management System by:

- Establishing, implementing and reviewing quality objectives,
- Establishing, implementing and reviewing quality performance indicators
- Carrying out corrective action and preventive action
- Monitoring the Quality Management System through internal audit and management review.

The management team are committed to continually investing in staff development at all levels and evaluating their performance.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of the Business Systems Manager and the Management team, to ensure understanding and to encourage the personal commitment of all staff to deliver quality as part of their daily activities.

This policy is communicated to all persons working for and on behalf of the organisation.

Endorsed: Gerry Barnett - Managing Director