

Quality Policy

It is the established policy of N W P Electrical and Mechanical Ltd to provide excellent engineering services to our clients in all our design and installation work, and to provide effective solutions to our customers whilst maintaining the highest levels of standards throughout the company.

Our company mission is to be at the forefront of technology and to strive to be one of the leading electrical and mechanical contractors in North Wales and the North West. We also aim to incorporate the highest customer satisfaction methods available to continually improve our systems and to recognise the need for continuous improvement of our techniques. We have the strictest of safety standards and this is reflected in our appraisal and education of our professional staff.

We always endeavour to provide the following:

- The very highest quality of equipment
- High standards of customer service and awareness
- Accurate estimates and completion of projects within agreed timeframes

To achieve this we will:

- Operate a quality management system that caters for ongoing improvement for the benefit of our customers and us.
- Provide adequate resources to continue our effective training regime
- 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 9001:2008.

Our goals for 2016/2017 are:

- To achieve a customer satisfaction rating of above 75%
- We will maintain our staff at 100% CSCS compliant
- We will obtain at least five references from clients per year
- We will re-introduce a bi-annual Company newsletter to improve internal communication and it will include a competition with prizes to encourage all employees to read it.

Signature: -



Date: - March 2016

Position: - Managing Director

Review: - March 2017

