



Quality Policy

The reputation of E.T.S. Cable Components rests on the high standard of the following products and services:

- a) supplying a range of specialist products & tooling to the Power cable installation industry;
- b) providing hire & repair facilities for power cable installation & compression tooling;

Our aim is to become the first choice above our competitors with our prime objective being to satisfy our customers requirements first time, on time and every time.

We recognise that customer satisfaction is vital to the continuance of business and therefore seek to:

- * establish the customer's requirements quickly and accurately,
 - * present the customer with a high quality product that fully meets the specification / expected standard,
 - * supply the product and/or provide the service in a timely manner.

In order to achieve our goals, we are committed to seeking ways to continually improve our business processes and will maintain a Quality Assurance System based upon the requirements of the latest version of ISO 9001 - "Quality Management Systems, requirements".

We have established certain "Quality Objectives" which are defined targets to be achieved either as part of the routine function of the business or as part of the improvement process. These objectives shall be periodically reviewed and revised as necessary.

In support of this policy, we recognise that an effective Quality Assurance System is not just about meeting the requirements of a "Quality" standard – it is also:

- * Understanding that "Quality" is "Fitness for purpose";
- * Acknowledging that the words commitment, customer service and professionalism are fundamental to The Company's vocabulary;
- * Recognising that every employee has a role in the achievement of quality;
- * Regarding each other as if they were a customer;
- * Adopting a positive approach to continuing improvement of all Company activities;
- * Understanding that prevention, as opposed to detection of errors is the correct approach of a quality system;
- * Not making promises that cannot be kept;
- * Not repeating mistakes.

This policy shall be communicated to all employees, controlled and regularly reviewed to ensure its continued suitability.

A handwritten signature in blue ink, appearing to read 'S. Gould', is written over a horizontal dotted line.

S.Gould
Managing Director