

Infrastructure & Cities Sector

Low & Medium Voltage Division (IC LMV LP) – Electrium Sales Ltd.

Quality Policy Statement

As a leading manufacturer of electrical domestic and commercial products IC LMV LP Electrium Sales Ltd is committed to creating a culture in which employees understand that Quality is an integral part of the efficient running of the business.

It is the policy of IC LMV LP Electrium Sales Ltd to provide products and services that will fully meet or exceed all reasonable quality expectations of both our internal and external Customers.

We are committed to the adoption of Quality processes and procedures within the business and also to the integration with Health, Safety and Environmental Management systems to deliver total customer satisfaction.

Quality Objectives are set annually in support of business objectives and, through the Management Review process, drive organisational performance to ensure our commitment to Continual Improvement is fulfilled. The company also recognises the need for providing the appropriate resources to achieve its overall objectives which are communicated to all staff and achieved by the operation of a Quality Management System that;

- Is driven by Customer Satisfaction.
- Is fully endorsed by the Board of Directors and their Management Team.
- Is practiced in accordance with BS EN ISO9001: 2008 including the Policy of Siemens Quality Management and Mandatory elements and all other industry specific requirements.
- Embraces the Quality Management and Environmental Health and Safety Charter of the Division IC LMV.
- Embraces the whole process chain from Supplier to Customer, incorporating the efforts of every employee and is based on the Siemens Reference Process House and Business Process Management principles.
- Is continually reviewed to ensure efficient use of resources in support of the changing needs of the business and the customer.

We will ensure effective representation, participation and understanding by all employees of the above, by:

- Clear and comprehensible communication, instructions, guidance and codes of practices.
- Motivation by objective and target setting and positive reinforcement.

IC LMV LP Electrium Sales Ltd is committed to the setting of objectives to facilitate continual improvement of its management systems and will systematically measure, evaluate, control and promote the progress made in the implementation of the above principles, give its full backing to this Policy and will support all those who take actions to implement it. Employees are expected to bring to the notice of management any Quality concerns, dangerous practices and incidents that they become aware of, but also to give any suggestions that might lead to improved processes and working practices.

To ensure the effectiveness of this policy it will be reviewed on an annual basis and communicated to all employees and interested parties.

Signed

P Fisher

Managing Director

21st May 2013

