

# L.C. SWITCHGEAR LTD.

## Quality Policy

L.C. Switchgear Limited have established this Quality Policy to be consistent with the purpose and context of our Organization. It provides a framework for the setting and review of Objectives in addition to our commitment to satisfy applicable customers' regulatory and legislative requirements as well as our commitment to continually improve our Quality Management System.

### **Customer Focus**

- As an Organization, we have made a commitment to understand our current and future customers' needs, meet their requirements, and strive to exceed their expectations.

### **Leadership**

- Our Senior Management Team have committed to creating and maintaining a working environment in which core stakeholders become fully involved in achieving business excellence.

### **Engagement of People**

- As an Organization, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be fully realised.

### **Process Approach**

- As an Organization, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

### **Improvement**

- We have committed to achieving continual improvement across all aspects of our Quality Management System; it is one of our main annual Objectives.

### **Evidence-Based Decision Making**

- As an Organization we have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.

### **Relationship Management**

- We recognise that an Organization and the relationship it has with its stakeholders are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our Policy is also to meet the requirements of other Interested Parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced Quality Objectives which relate to this Policy and these can be found as part of our Quality Objectives records.

This policy is available to all Interested Parties as well as being made available to the wider community through publication on our website and company noticeboards.

Signed for and on behalf of the company



Status of signatory

Managing Director

Date of ratification

26 January 2018