

QUALITY POLICY

The Quality Policy and Management Systems in place at UK Cables are based on the people centred model on which UK Cables is built. The policies aim to manage the level of service to exceed customer expectations. The system is designed to operate in a structured environment and demands the same from suppliers in order to ensure the continuity of quality from assured sources.

At UK Cables we take pride and responsibility for all aspects of our quality from our sales service, customer service or delivery service, to our cable performance and supply chain. UK Cables work continuously with suppliers and customers alike to ensure consistent performance, availability and overall quality.

Where relevant our products are rigorously tested at manufacture prior to reaching us and all product is inspected to minimise faults and enhance our service. UK Cables Standard Practise Instructions (SPI's) ensure safeguarding of procedures to protect the stakeholders of the business and ensure the management of systems is adhered to via random internal audits and annual audit checks.

We understand that change is an inevitable part of business and, to ensure that we remain effective, our policies and SPI's are reviewed and revised continuously. Where reasonably possible we will update stakeholders with non-sensitive information regarding these changes and adjust service level agreements accordingly.

Key Performance Indicators are set by the managers on areas such as delivery, call quality, operating costs and environmental issues in order to improve quality and enhance the customers' experience. UK Cables seeks to achieve its quality objectives through the management system which is designed to meet the requirements of BS EN ISO 9001:2008 alongside internal SPI's.