

# Quality Policy

Management Systems Manual

Quality has always been at the forefront of our business, across operations, our customer interactions, and in the service we deliver. As a customer-centric company, our **Quality Policy and Management System** helps to shape all our actions. We aim to achieve our quality objectives through the management system which is designed to meet the requirements of BS EN ISO 9001:2015 (held since 1995) and ISO / IEC 17025:2017 (held since 2015). An outline of our Quality Manual is available in MD37 - Management Systems Structure.

The management system is designed to ensure that the company operates in a structured environment, and requires our suppliers to operate within the same framework. Our relationship based model covers both our suppliers and our customers in order to promote continuity of quality from assured sources.

## The objectives of the quality management system are to:

- Ensure the implementation and maintenance of the Quality System and seek continued development in its efficacy, looking for improvements in our procedures and facilities to improve organisation and workflow.
- Report results accurately and unambiguously in a timely manner;
- Seek improvements in the service provided to clients, making sure their needs are fully understood and met, meeting customers' requirements in terms of turn-around time, sample collection & reliability of service.
- Ensure equipment used is fit for purpose, properly maintained and calibrated and where possible, measurements are traceable to recognised standards; to seek improvements in the equipment and methodology used.
- Use internal audits and other checks to ensure the quality system continues to comply with requirements; to ensure problems are investigated promptly, the root cause established and effective action taken to prevent a recurrence.
- Seek to improve communication (internal and with clients) to ensure information is made available as rapidly as possible to those who need it.
- Monitor subcontractors and suppliers to ensure quality standards are not jeopardised.

Our Management System incorporates both reactive and pro-active processes to ensure that we minimise the impact of and from any errors.

Quality of product is also paramount and so, in addition to the strict Supplier requirements, we conduct our own in-house Quality Assurance and Testing Protocols on the electrical cables we supply. Impartial assessment and conformity checks are performed by trained staff under controlled test conditions is undertaken in The Cable Lab, our ISO/IEC 17025 UKAS accredited facility.

## The purpose of The Cable Lab, as outlined in the Quality Management Systems, is to ensure:

- Quality Assurance protocols covering Standards Compliance and Performance Quality are met so customers can install and use our cables with confidence,
- Test methods selected are up to date and fully validated as fit for purpose, and the equipment accurately calibrated to ensure the accuracy and reliability of our test results.
- Tests are performed by suitably trained and qualified staff who are familiar with policies and procedures appropriate with the role they undertake, and to provide opportunities for staff to extend their knowledge and gain relevant qualifications.
- The need in the industry for impartial QA and Compliance testing is met by the scope of testing offered under the UKAS accreditation and, where appropriate, extend the tests offered to meet these needs.
- Full traceability throughout the sample handling process and to ensure sample handling procedures and environmental conditions do not affect test results;
- The requirements of ISO 17025 are met on a daily basis for all tests for which UKAS accreditation is held.
- Where applicable, published standards are utilised against which appropriate testing can be carried out.

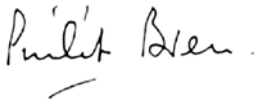
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Change is an inevitable part of business which is why our management system is monitored, audited and adjusted to ensure that it stays suitable for the nature of our business. Key Performance Indicators (KPI's) are set by the board on areas such as Non Conformance, On Time Delivery and Operating Costs to continually challenge the systems and improve quality. It's Eland Cables' policy to achieve and maintain the highest standard of quality in all aspects of its work.

The system is independently certified by BSI to give customers the reassurance expected in today's market. A copy of the certificate is available for download within the Quality Accreditation section of our website.

Signed for and on behalf of Eland Cables



CEO

Date: 15/11/2023