

Quality Policy

Management Systems Manual

At Eland Cables we are a relationship based company with a **Quality Policy and Management System** that delivers the service our customers expect.

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

At Eland Cables we also take responsibility for all aspects of our quality, whether it be customer service, sales or cable performance. We have invested in electrical test apparatus to conduct conformity checks on products ourselves in line with the requirements of ISO / IEC 17025:2005.

The purpose of the Eland Cables Laboratory is to ensure the:

- Requirements of ISO 17025 are met on a daily basis for all tests for which UKAS accreditation is held.
- Needs of clients are fully understood and met.
- Test methods selected are up to date and fully validated as fit for purpose, to ensure the accuracy and reliability of our test results.

The objectives of the quality management system are to:

- Ensure the continued development, implementation and maintenance of the quality system and to continually seek improvements in the effectiveness of the quality system.
- Report results accurately and unambiguously in a timely manner; to seek improvements in the service provided to clients; to continually review the determinations offered to clients and those on the UKAS scope to continue to meet the needs of the industry.
- Meet customers' requirements in terms of turn-around time, sample collection & reliability of service.
- Where applicable, utilise published standards, against which we shall carry out appropriate testing.
- Ensure 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.
- 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.
- Ensure full traceability throughout the sample handling process and to ensure sample handling procedures and environmental conditions do not affect the result; to look for improvements in our procedures and facilities to improve organisation and workflow.
- 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.

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At Eland we understand that change is an inevitable part of business which is why the management system is monitored, audited and adjusted to ensure that it stays suitable for the nature of the business.

Key Performance Indicators (KPI's) are set by the board on areas such as Non Conformances, On Time Delivery and Operating Costs to continually challenge the systems and improve quality.

The company seeks to achieve its quality objectives through the management system which is designed to meet the requirements of BS EN ISO 9001:2008 and ISO / IEC 17025:2005.

It is the policy of Eland Cables to achieve and maintain the highest standard of quality in all aspects of its work.

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

Signed for and on behalf of Eland Cables



Managing Director

Date: 09.01.15