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Orange Fox Electrical Ltd

Quality Management Standards & Statement

Established in 2008 Orange Fox Electrical Ltd provides responsive and competitive commercial and domestic electrical services, with attention to detail.

Orange Fox Electrical Ltd are members of the Electrical Contractors Association (ECA) and are NICEIC Approved Contractors. Our work is assessed on a regular basis and is of the highest standard. Our highly skilled engineers are trained and work to the current version of BS7671: as amended. The provision of a high standard of customer service and long-standing customer relations is behind the ethos of the company.

In addition, to new electrical installations, our services also include planned maintenance, rewires/refurbishments, inspection and testing as well as emergency lighting, security systems and fire alarms.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- ▶ Regular gathering and monitoring of customer feedback
- ▶ A customer complaints procedure
- ▶ Selection and performance monitoring of suppliers against set criteria
- ▶ Training and development of our employees
- ▶ Regular audit of our internal processes
- ▶ Measurable quality objectives which reflect our business aims
- ▶ Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

The quality standards are part of our induction process and continued development through our quarterly reviews and our annual appraisals. All employees have a responsibility within their own areas of work to ensure that Quality is embedded within the whole of the company.

Signature:

Karen Harris
Managing Director

Date: 11 January 2021

Review Date: 10th January 2022