

TO WHOM IT MAY CONCERN

tvR

instruments ltd

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QUALITY STATEMENT

TVR Instruments Limited was established in 2012 to provide a value added distribution service to clients in the switchboard and panel building industry. We are based in Colchester Essex.

The supply of quality is important to our business as we value our customers and seek to grow and maintain a loyal customer base. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our 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 for 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.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed: 

Position: *Dir*

This revision dated: *21/2/13*

Latest review dated: *21/3/13*