



QUALITY POLICY

ETC is committed to ensuring complete customer satisfaction by fully understanding our customers current and future needs and developing systems and processes to allow us to wholly meet their expectations.

Quality is important to our business because we value our customers. 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

Our customer-focused integrated system is built around the business principles of:

- Customer focused business
- Leadership
- Improvement, training and development of our employees
- Process Approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships
- Management reviews including; 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.

Although 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.

This Policy sets out the Companies quality objectives and affirms our commitment to satisfying our customers.

More detailed information on our Quality Management Systems is available upon request to members of the public, customers and suppliers. This Policy Statement is available to view on the Company Website.

Signed: 

Name: Craig Stevenson
Position: Managing Director
Date: July 2020
Review Date: July 2021