

quality policy



As a service orientated company we recognise that our success is dependent upon meeting or exceeding our customers' expectations. Electrix is committed to a policy of continual improvement in its management systems and standard of workmanship to achieve its goal of customer satisfaction.

It is a fundamental requirement of the policy that Electrix will only provide services, workmanship and materials which meet or exceed statutory requirements and agreed specifications or standards.

Quality is not just "getting it right first time" at the work front. Quality is an attitude that operates throughout the Company. Customers must sense it when they phone Electrix, they must see it in documents prepared for them, they must feel it in the responsive, flexible and dependable manner in which Electrix staff attend to them.

We have adopted the ISO 9001 quality standard as the vehicle to monitor our quality systems and to provide our customers with the assurance that services provided to them are of a consistent quality. The procedures outlined in the Management System Manuals describe how the customer requirements are recognised, controlled and consistently achieved.

We believe that this programme will create the environment to promote pride of workmanship at all levels in the Company. The programme success will be achieved through effective teamwork and the commitment of individuals to actively participate in continual improvement.

Our ongoing commercial success and our staff's future prosperity will be significantly enhanced through continually improving the quality of our services.

A handwritten signature in black ink, appearing to read 'Gavan Jackson'.

Gavan Jackson
MANAGING DIRECTOR