



# QUALITY POLICY

Ref: PO-001

Rev: 1

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## Policy Statement

DSE Civil Electrical's (DSECE's) primary objective is to operate in a manner that consistently meets or exceeds the quality standards set by our stakeholders. DSE directors and management are committed to continuous improvement of our Management Systems, operations and the equipment, products and services provided by our company.

This primary objective will be achieved by understanding our customer needs and expectations and by providing services that consistently meet those needs and expectations whilst complying with all statutory and regulatory requirements.

Associated with this objective is the recognition that our customers expect these services to be supplied to acceptable levels of quality, at a competitive price and within an agreed time period.

This will include all works DSE undertake including but not limited to –

- Construction and civil activities
- Emergency repairs and maintenance works
- Electrical works
- Subcontractor and supplier engagement

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, DSECE is committed to the development, implementation and maintenance of the Integrated Management System that, as a minimum, meets the requirements of the internationally recognised Quality Management standard, ISO 9001.

An effective Integrated Management System will ensure that:

- We understand our client's needs,
- We consult with clients to develop their needs,
- High standards of service are maintained,
- We train employees to be effective in their processes,
- we establish and maintain a continual improvement work environment throughout the business
- We provide a framework for the setting and reviewing of our quality objectives,
- Requirements are communicated to and understood at all levels in the organisation, and
- Our operations are regularly reviewed for continuing suitability and effectiveness.

DARRYL RANKIN  
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DIRECTOR

  
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SIGNATURE

21/05/2022  
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DATE