

Quality Policy

Our goal is to provide 'whole life' power asset management solutions to our clients' agreed requirements to: improve their profitability, implement clear and effective results, minimise their risk and satisfy regulatory and statutory obligations

We are committed to achieving these goals by:

- ✓ *Their embodiment in key performance indicators for business*
- ✓ *The provision to our staff of resources and training*
- ✓ *The maintenance of the Quality Management System to be compliant to the requirements of ISO9001:2008*
- ✓ *Continually improving the effectiveness of the Quality Management System*
- ✓ *Carrying out regular reviews of this policy*
- ✓ *Communication of the policy to staff*

Quality Objectives

- ✓ *To deliver at least 85% of contracts within agreed time, 90% within two weeks of the agreed date, 100% within three weeks of the agreed date*
- ✓ *To contact a least 90% of customers within 5 days of despatch of quotation*
- ✓ *To produce a monthly customer satisfaction report, showing a satisfaction score of at least 70%*

In support of this policy, EA Technology has a comprehensive and continuously developing Quality Management System

CEO EA Technology Ltd
(Robert Davis)

Signed 

Date 01/08/2013

