



Quality Assurance Statement 2015

Bluewater Electrical Services was established 6 years ago to provide electrical services for the building sector.

We are based in Anna Bay NSW and service the Port Stephens, Newcastle and Hunter Valley regions.

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.

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 objective which reflect our business aims
- management reviews of 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.

This policy is posted on the Bluewater Electrical Services website and can also be found in the staff handbook.

Though the Managing Director has the 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 _____

Date _____