



# Quality Policy

At Eland Cables we are a relationship based company with a Quality Policy and Management System that delivers the service our customers expect.

The management system is designed to ensure that the company operates in a structured environment and requires the same of our suppliers. Our relationship based model encompasses our suppliers and our customers to promote continuity of quality from assured sources.

At Eland Cables we also take responsibility for all aspects of our quality, whether it be customer service, sales or cable performance. We have invested in electrical test apparatus to conduct conformity checks on products ourselves.

Our Management System incorporates both reactive and pro-active processes to ensure that we minimise the impact of and learn from any errors.

At Eland we understand that change is an inevitable part of business which is why the management system is monitored, audited and adjusted to ensure that it stays suitable for the nature of the business.

Key Performance Indicators (KPI's) are set by the board on areas such as Non Conformances, On Time Delivery and Operating Costs to continually challenge the systems and improve quality.

The company seeks to achieve its quality objectives through the management system which is designed to meet the requirements of BS EN ISO 9001:2008.

The system is independently certified by Bureau Veritas to give customers the reassurance expected in today's market. A copy of the certificate is available for download within the Quality section of our website.

A handwritten signature in black ink, appearing to read "P. Brown".

P Brown  
Managing Director  
27 January 2012

