



Scope

Platinum Street Lighting offices are in Derbyshire and offers it services Nationwide in the highway construction industry. Carrying out installation and maintenance of road lighting equipment, underground power cables, illuminated and non-illuminated signs and other associated street furniture. The installation and maintenance of electrical apparatus and associated structural supports, cabling for highway lighting and traffic signs and associated apparatus in accordance with Nation Highways Sector scheme 8 (NHSS8), Highway Electrical Association (HEA) and National Electricity Registration Scheme (NERS) – LRQA. Platinum Electrical Ltd is committed to meet legal and contractual obligations, and customer satisfaction.

Platinum Street Lighting is committed to understanding and addressing the needs and expectations of all interested parties, including our customers, suppliers, and employees, to ensure our services remain relevant and effective in our operating environment.

Aim

Our aim is to provide the Solution for all Street Lighting requirements, from electrical to civil.

Platinum Electrical Ltd Management recognises that to ensure our continuing success, in the forever changing economy and its demands, it is our priority that we continue with the same excellent quality of service.

Each member of our staff is involved in managing the improvement measures from the smallest procedure to the largest contract, 'Quality' is our passport to customer satisfaction and to our future business. Top management is committed to and accountable for the effectiveness of the Quality Management System and its continual improvement.

Platinum Street Lighting is dedicated to deliver a "Platinum Service". By working closely with our customers, we aim to safely deliver innovative, quality driven, and best value solutions to meet and often exceed our customer's needs and expectations.

With our people we will

- Induct all new employees: make sure quality, customer focus and the importance of implementing the companies' policies and procedures are explained at their induction
- Employ friendly, local and committed staff, who are dedicated to producing high quality workmanship
- Provide training to all employees to meet HEA and NERS Requirements, to develop their competency and achieve their potential, which will help to attain high quality workmanship.
- Seek our employee's opinion of our quality performance and act upon feedback
- Capture good practice and good ideas
- Share success and failure
- Listen to feedback and act where necessary
- Promote a no blame culture and aim for zero defects 'On time, first time, every time'
- Reward those who consistently produce quality products and deliver a quality service
- Communicate the results of management reviews, audits, customer feedback and performance against targets and objectives through regular briefings.
- Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and exceed customer expectations

With our customers we will

- Seek our customers feedback and act upon the feedback we receive
- Ensure complaints are dealt with efficiently and within an acceptable time period
- Communicate with our customers any actions taken if actions are required.

On our projects

- Always be customer focused
- Control documents to prevent the use of obsolete information
- Identify time, cost, and quality as high priority on every project
- Feedback ideas and innovations that might reduce wastage and/or create savings
- Ask for feedback on every project completed, so that we can identify that we are meeting our customer's needs and improve upon area if required

With our suppliers

- Approve all suppliers by either history of acceptable supply, recommended/approved by a third party, satisfactorily completed questionnaire or accredited to ISO9001/2015
- Request and compare quotations for products from several suppliers, to ensure our customers gain the best possible prices and delivery times

To assist in the achievement of this we will

- Comply with ISO 9001:2015 and NHSS8, HEA and NERS.
- Continuously review, update and improve the effectiveness of the Quality Policy with management reviews.
- Continuously monitor, review and improve the adequacy and effectiveness of our quality management system
- Carry out audits of systems and processes to establish the level of compliance with requirements
- Make sure our Quality Policy is communicated and understood within the company (there is a copy on staffs tablets, in each office and in the staff room).
- Undertake reviews of effectiveness of actions taken to correct or prevent non-conformances
- Establish SMART (Specific, Measurable, Attainable, Relevant and Timely) quality objectives
- Understand that attention to detail is essential
- Set Quality Objectives to meet the requirements of our clients/contracts/legal legislation. The objectives will be reviewed and audited at the internal audits.
- Deliver a quality service to maintain excellent customer relations
- Work towards our aims and goals
- We will implement a risk-based approach to our processes to identify and proactively address potential issues, ensuring the integrity and quality of our services
- Provide a service with quality, honesty, teamwork and knowledge.
- **Aim to complete our projects RIGHT, THE FIRST TIME, ON TIME, EVERY TIME.**

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Signature: *P Bolderson*

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