**QUALITY STATEMENT**

3 Line Electrical Wholesale Limited was established in 2009. We are an independent electrical wholesale company supplying electrical contractors, installers, facilities managers, commercial/industrial users and the general public with a wide range of electrical supplies.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and exceed their expectations and are committed to acquiring 85% of our products from approved suppliers, through the buying group we are a member of.

Non-Approved suppliers are reviewed by senior management on a case by case basis.

We are committed to continuous improvement and 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 objectives which reflect our business aims
* management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is: 30/04/2024

Signed: Keith Avenell, Managing Director

Date: 30/04/2023