

## QUALITY POLICY

It is our policy to deliver a high quality service to all of our customers on time, regardless of their size or monetary value to Eleco.

In order to achieve this ultimate goal, we commit to the following principals:

- We will manage and monitor our employees and sub-contractors to ensure that delivery of our service is to the highest levels of quality and workmanship.
- We will pro-actively seek the voice of the customer to ensure that not only do we fully understand their requirements but that we formally seek their feedback on our performance, both in terms of product and service quality.
- Where customer expectations are not met, we will quickly and efficiently investigate and remedy the issues. Further, we will implement measures to ensure that there are no recurrences of the issues.
- We will recruit, train and develop our staff to enable them to deliver the high product and service quality that our customers demand and deserve.
- We will develop partnerships with our key suppliers and sub-contractors to allow us provide a flexible and cost-effective service to our customers.
- We will measure our performance against clearly defined management objectives on an on-going basis to ensure that these objectives are met. These management objectives will be set and reviewed at our annual Management Review meeting.

This statement is communicated and re-communicated to all employees on a regular basis to ensure that it remains uppermost in their minds. It is reviewed during the annual Management Review to ensure that it remains appropriate, relevant and applicable.

<i>Paudie Mc Carthy</i>	<b>14.05.2010</b>
<b>Signed</b>	<b>Date</b>

**ORGANISATION CHART**

**Paudie McCarthy  
(Managing Director)**

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**KEY RESPONSIBILITIES**

- Administer and manage the overall running of the business
  - Create new business opportunities
  - Ensure that all company policies are adhered to
    - Manage HR issues
    - Manage purchasing and sub-contracting
- Ensure the health and safety of employees, customers and members of the public in relation to our installations
  - Promote quality standards within the company
    - Complete installations

**Finola Geary  
(Office Manager)**

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**KEY RESPONSIBILITIES**

- Provide a courteous and friendly customer service
  - Office administration
  - Accounts administration
- Manage debtors and creditors
  - Payroll administration
  - Manage HR issues
- Manage the ISO9001 system

**Electricians**

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**KEY RESPONSIBILITIES**

- Provide a courteous, friendly and efficient service
- Carry out electrical work efficiently, safely and neatly
- Use equipment in the manner in which they were trained
- Completing documentation as required by management
- Report to management on specific projects as requested
- Ensure their workplace is maintained in a manner conducive to quality and health & safety standards
  - Complete any other tasks deemed appropriate by Management