



Horizon Utility Supplies Limited
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POLICY STATEMENTS

QUALITY POLICY

It is the policy of Horizon Utility Supplies Ltd (Horizon) to provide high quality products and services including the design and repair of equipment relating to the electricity supply and railway industries.

Horizon shall identify and monitor issues (both external and internal) which could impact adversely on our customers or our strategic direction.

We shall listen to the needs and expectations of our customer, whilst also identifying any risks and opportunities that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

We shall listen to our customer needs and expectations whilst also identifying any risk and opportunities that may affect our ability to consistently provide products and services that meet regulatory and any other applicable requirement.

We shall supply products and services that are fit for purpose and have the desired quality in accordance with customer requirements. On time delivery and customer support are paramount and it is the responsibility of every employee to assist in maintaining systems to ensure the continued provision of quality products and services to the complete satisfaction of our customers.

By understanding the market in which we operate we are able to set objectives based on our strategic direction and to continually improve both the quality system and company performance. We shall regularly monitor and review these objectives and communicate the results throughout the business.

To achieve this high quality standard Horizon is totally committed to the Quality Assurance Programme which meets the requirements of ISO 9001:2015.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business. Where relevant this policy shall also be made available to other interested parties via the company website at www.Horizonutilitysupplies.com

Signed:  Managing Director Next Review Date: 09 May 2024 Issue 1

Horizon Utility Supplies Limited. Registered in England and Wales No: 3975273.
VAT No: **753 2635 32**

Supply, Repair, Assembly and Development of Specialist Tools and Equipment to the Electricity Supply and Railway Industries

