



Lindsay  
Wilkinson  
Systems  
LTD



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## Quality Management Statement

Lindsay Wilkinson Systems LTD was established in 2008 to provide design, installation and commissioning of electrical and BMS systems to the construction industry. We are based in London/Surrey and employ 2 people full time.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Though the Directors have ultimate responsibility for quality all employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company.

Signed by Ben Lindsay (Director)

Signed by Andrew Wilkinson (Director)

Date: May 2018