

SparkTricity Limited

Manjit Tamber

Managing Director

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Recipient Name : Quality Policy

Quality policy statement

SparkTricity was established in March 2006 and has gained 10 years' experience in the Industrial, Commercial and Domestic construction industry. We strive to provide high quality solutions to private and public sector clients.

It is the policy of SparkTricity Limited that all our activities shall be carried out in accordance with our business management system, which is working towards BS EN ISO9001 :2015 accreditation.

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. We deliver a quality service to maintain excellent customer relations
2. We Regularly gather and monitor customer feedback
3. We have a customer complaints procedure
4. We have a set criteria for the Selection and performance monitoring of suppliers we only use services and suppliers that meet our own quality assurance standards
5. Our staff are fully trained and involved in quality improvement
6. We Regularly carry out audits our internal processes, with a view to continuously improve.
7. We have measurable quality objectives which reflect our business aims
8. Our management reviews audit results, customer feedback and complaints

The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

SparkTricity recognises the importance that the quality of our service is the only way to the guarantee the future of our business.



SparkTricity Limited

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been implemented into the SparkTricity management system and will be reviewed at regular intervals.

Overall responsibility for the effectiveness of the policy lies with Gurmeet Kaur for more information, please contact her on 020 8848 7181.