

# QUALITY ASSURANCE MANUAL

SECTION TITLE

MANAGEMENT RESPONSIBILITY

## QUALITY POLICY

Rexel Senate Limited is one of the leading electrical wholesalers in the United Kingdom to our customers and suppliers. We will achieve this by:

**Investing in our People**  
**Excelling in Customer Service**  
**Continually Improving Standards**

We supply quality products that are totally suited for their intended purpose and which comply with all statutory and safety requirements.

Through close liaison with our customers we have established the following quality objectives:

Full customer satisfaction and service levels  
Competent personnel dedicated to customer service  
Suitable and sufficient information to satisfy customer product demands  
Accurate and competitive pricing  
Efficient and timely handling of customer queries.

The Company recognises that these objectives are best achieved by planning and effective management control within the operating framework of a comprehensive Quality System.

Adherence to this policy requires that all employees are responsible for the quality of their own work and that all duties are executed in accordance with this Quality Assurance Manual.

Full competency frameworks and training will be provided by the Company and sufficient resources to deliver on our promises.

Our quality management system and this policy will be regularly reviewed to ensure overall effectiveness and improved performance.

**Jeremy de Brabant**  
**Managing Director**

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