

Quality Policy Hacel Lighting Limited

Hacel Lighting Limited has a heritage and brand philosophy founded on quality service and innovative luminaires. All Hacel products are designed and manufactured in the UK and still encompass the above core values, which have been instilled in our business from the outset in 1980.

Our 'Quality Policy' is to maintain a quality management system that integrates the business systems and culture already successfully developed by the management team.

We are committed to achieving this aim by implementing the following ethos throughout the organisation:

- Full compliance with the **ISO 9001:2015** Quality Management System (QMS) standard plus all legal and statutory requirements
- Provision of a class leading product range and excellent Customer Service model
- Set business improvement objectives with regular reviews
- Clear, accurate and regular communication with our customers and staff
- Developing our staff through training and awareness communication

Hacel Lighting Limited is committed throughout our organisation to continually improve its QMS and strive to provide excellent customer service and deliver the best customer experience possible.

All staff have a responsibility and obligation to work within the requirements of the Quality Management System

Signed by: 

Position: Managing Director

Signed by: 

Position: Sales Director

Date: 

This policy will be available to the public through our website