

Quality policy

Weidmuller Limited is a local sales organisation operating in the UK market and is part of a global group, Weidmueller Interface, a global manufacturer of electrical and device connectivity, automation and electronics products and provision of solutions including empty and populated assembled enclosures and rail assemblies into industrial and hazardous areas.

Weidmuller Limited is focused on becoming our customers' preferred partner. The business is committed to a culture of continuous improvement, whilst ensuring compliance with relevant statutory and regulatory requirements, and in relation to the context of the organisation and the needs of our customers and other interested parties.

The key success factors of our strategy are:

- High performance and committed employees
- Customer focused, applications knowledge and reliability as a business partner
- A premium supplier with an uncompromising commitment to quality
- Differentiation from competition
- Technology and innovation by providing customer solutions

Weidmuller will set objectives and Key Performance Indicators for the organisation and ensure that these are communicated and understood at all levels. A quality culture is about:

1. Product - reliable, consistent standard of quality and fit for purpose.
2. Systems - appropriate, reliable and repeatable processes should be maintained.
3. Service - processes that are delivered consistently in an open friendly professional style
4. Risk & Opportunity – appreciation of associated risks and opportunities that an approach to Quality brings
5. Complaints & feedback - Feedback or complaints from within and outside the business will be processed in such a way as to as far as possible and practical resolve the issue for the customer in a timely manner. Complaints will be recorded/analysed for business improvement purposes.

To support the above and maximise customer service excellence it is essential that all employees support and contribute to the development of our approach to Quality and adhere to robust processes.

- Awareness of the risks of not following these processes must be understood by all employees.
- Employees will be encouraged to report process failures and where possible offer solutions.
- To support both this policy and the objectives of the organisation all employees will receive appropriate training to carry out their tasks in an effective manner.

All Managers must be seen to lead by example in pursuing the above objectives and Senior Management will review this policy for its effectiveness on a regular basis.

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Simon Goodwin, Managing Director.

