

ADMINISTRATION OF CUSTOMER STANDARDS QUALITY POLICY

Document information

Document Title	Administration of customer standards quality policy
Document Description (200 characters summary or abstract that describes your document in more detail)	This document outlines the process by which NIE Networks Customer Standards are administered in line with the requirements of the ISO 9001:2015 Quality Management System. All staff are fully committed to the delivery of quality service.

Document Version History

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**Keyword descriptors, separated by commas, which describe your document into this field. We recommend that you check existing tags by clicking select to determine appropriate key words.

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1 INTRODUCTION

Northern Ireland Electricity Networks Quality Policy is based on the organisations “Vision and Values”.

The organisation’s vision is:

‘To be recognised as a high performing electricity network company that makes a positive contribution to the local community’

2 ASSOCIATED VALUES

The associated values are:

- Creating satisfied customers. Every interaction with the customer will result in the customer feeling that we have gone to exceptional lengths to meet their needs.
- Managing performance. We manage our business to the highest standard of performance through setting objectives and targets that stretch us.
- Exceptional people. The buy-in of us all to the direction of the company is crucial. It is of huge importance that our people feel important, appreciated, trusted and enthusiastic about what we are doing.
- Pursuit of excellence. Looking for anything less than excellence would be an admission that we are not up to being a world-class company. We don’t believe or accept this notion.
- Social responsibility. We have a contribution to make to our society, which is larger than the boundaries of our business activities.

We are committed to satisfying all applicable requirements including those of our customers.

The successful delivery of services within Customer Standards targets is of primary importance to Northern Ireland Electricity Networks. To meet this objective all work is carried out in accordance with procedures and methods which comply with the requirements of ISO 9001:2015 with a commitment to continually improve the effectiveness of the Quality Management System through performance review. We ensure this takes place through the setting and review of a set of Quality objectives and targets which are reviewed through regular management review meetings.

All staff engaged in the administration of Customer Standards are made aware of their responsibilities and of the requirements of the ISO 9001:2015 Quality Management System. All staff are fully committed to the delivery of quality service.

This Quality policy is communicated, understood and applied across the organisation, and is available to all interested parties as appropriate.



Network Connections Quotation Manager