

Quality Policy

Doyle & Tratt Products manufacture and sell world wide, an extensive range of high quality dimmer switches, switches, sockets and general lighting accessories conforming to the relevant European and British Standards.
(See 5101 Document Register, section three for full listings)

Continuous research and development of products and service for the international electrical market enables us to provide our customers with unequalled quality of products at competitive prices, backed up by flexible service to individual customer requirements.

It is our philosophy that the current and future requirements of our customers are paramount.

We will continually strive to improve our product range, service and methods of working to enhance customer satisfaction in response to our customers varying needs and also to improve our profitability.

We will promote, by the provision of adequate resources, the correct training for all personnel, including Health and Safety procedures and Environmental issues.

The Management System provides a framework within which all employees are encouraged to challenge its integrity and use their own personal initiative to put forward new procedures and systems to improve quality.

We will set annual measurable targets in Management Review Meetings. Our performance against these objectives will be assessed at the following meeting.

Our permanent company objective is to continually improve the quality of our management systems to enable us to become more efficient and effective in our performance.

The system is based on the latest requirements of BS EN ISO 9001. It is designed to ensure that we use the best practice for each task and to make this our standard method of working by following the procedures documented in the 'Working Instructions' adopted by Doyle and Tratt Products Ltd.

It is our policy that before implementation of any procedure we will prove the effectiveness before and during introduction.

There shall be no changes made to the policies laid down in this Company Manual, under any circumstances without personal approval in writing of the Managing Director.

Signed: Dr A Doyle

Date: 09.11.11

Managing Director