

Quality Policy

RBD Electrical is committed to upholding the highest standards of quality in our business practices. We are dedicated to delivering high quality electrical and communications works that consistently fulfill the requirements and expectations of our valued customers.

Our quality policy is built upon three core principles:

1. Customer-Centric Approach

- We pledge to thoroughly identify and align with the needs of our customers, ensuring their satisfaction and exceeding expectations.

2. Continuous Process Improvement

- By scrutinising our internal processes, we proactively identify potential errors and take decisive actions to eliminate them, preventing rework and project delays.

3. Empowered Workforce

- We empower every individual to understand their role and execute it flawlessly the first time, fostering a culture of efficiency and excellence.

We commit to:

- Provide electrical and communications installations of the highest quality, meeting or surpassing customer needs as outlined in contract documents or agreements.
- Prevent rework and project delays through early identification and correction of issues.
- Monitor performance, implementing necessary corrective actions to ensure the continual delivery of high-quality services.
- Establish measurable objectives and targets to uphold this policy and drive continual improvement.
- Comply with all regulatory requirements and applicable standards.
- Provide specialised training to our staff to continuously strive for outstanding results.
- Investigate and address quality non-conformances, identifying and implementing corrective/preventative actions.
- Measure and address customer satisfaction levels and concerns.

Application of this Policy

We invite the collaboration of all workers, contractors, suppliers, clients, and relevant individuals in achieving RBD's quality objectives.

This policy is subject to annual revision and applies to all operations and functions of RBD.

