

# ADMINISTRATION OF CUSTOMER STANDARDS QUALITY POLICY

## Document information

Document Title	Administration of customer standards quality policy
Document Description	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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August 2016	1.0	S Johnston	S Johnston	E Creery	
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## KEYWORD DESCRIPTORS

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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:

**‘Delivering a sustainable energy system for all’**

## 2 ASSOCIATED VALUES

The associated values are:

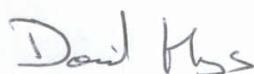
- We're SAFETY Focused - We put the safety and wellbeing of our colleagues, customers and communities first
- We're PEOPLE focused - We act with honesty, integrity and empathy towards our colleagues at all times
- We're CUSTOMER focused - We strive to continuously improve our service to customers and are professional, accountable, helpful and responsive in all our dealings with them
- We're COMMERCIALY focused - We plan and deliver all of our work to achieve maximum value for our customers and stakeholders
- We're FUTURE focused - We invest in innovation and sustainability today for the benefit of our customers and our environment tomorrow.

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.



NIE Networks Customer Service Manager