



Quality Policy

Inner West Electrical's business is the selling and installation, servicing and repair of electrical and communication products. This policy applies to all staff, apprentices, contractors and other personnel at workplaces under the management of Inner West Electrical.

Inner West Electrical is dedicated to the delivery and installation of products and services to our customers as agreed by contract, at a quality that meets or exceeds our customer's expectation, to budget, in an efficient and timely manner, and fit for purpose.

In implementing our quality management systems which complies with AS/NZS ISO 9001:2016, we aim to enhance customer satisfaction by:

- Identifying the processes needed for the quality management system and their application throughout the organisation,
- Determining the sequence and interaction of these processes,
- Determining criteria and methods needed to ensure that both the operation and control of these processes are effective,
- Planning and ensuring the availability of resources and information necessary to support the operation and monitoring of these processes,
- Monitor, measure and analyse these processes, and
- Implementing actions necessary to achieve planned results and continual improvement of these processes and outcomes.

Inner West Electrical is committed to ensuring that our management and all workers are appropriately trained and committed to delivering a quality service to our customers.

Carlos Sanchez-Kirkby

Managing Director