



## EUROPA BATTERY DISTRIBUTORS LTD

### Quality Management Statement

Europa Battery Distributors Ltd was established in 2006 to provide battery sales and service to the Irish business community. We are based in Portlaoise and employ 11 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established & maintained an Internal Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held on our central server which is available to all employees.

Though the Managing Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work, so helping to ensure that Quality is embedded within the whole of our company.

Signed:

A handwritten signature in blue ink, appearing to read "Paul Keenan".

Position: Director

Signed:

A handwritten signature in blue ink, appearing to read "Colette O'Neil".

Position: Director

This revision dated: April 2016

Latest review dated: April 2015