



Tesla UK
LIMITED

Quality Policy

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Tesla UK is a British based manufacturer of cooker hoses; wholesaler of immersion heaters, gas & oil fittings, and associated products into the distribution, national merchant, OEM and export markets.

We aim to be our customers' primary choice for these products giving the ultimate in customer satisfaction for this sector with the products we make and the service we provide. In order to do this we will:

- Be professional in how we deal with our customers, suppliers, colleagues and partners.
- Use an open and honest approach towards all interested parties.
- Monitor and continually improve our Management System, products and services through documented processes, regular meetings and KPI monitors as defined in the Management System.
- Commit to satisfying all applicable requirements within ISO9001.
- Capture and report our performance on a balance scorecard and in regular meetings.
- Ensure our staff are safe, fully trained and competent in their roles and have the capacity to meet their objectives set by the business.
- Have our products, where required, manufactured and approved to relevant national and international standards.
- Abide by all legal and regulatory requirements and consider all internal and external influences affected on and by our business.

In order to grow the business, we will also look to introduce new, innovative products entering the market and be a conduit for these businesses and entrepreneurs to a customer base not available to them, as well as working in partnership with our existing customer base to expand their portfolio of Tesla UK products.

This policy is available to all interested parties via our website and is located around the business for all employees to remind themselves of our business goals.

Signed.....
Managing Director

Signed.....
Sales & Marketing Director

Signed.....
Operations Director

Date: 23rd October 2018