

## QUALITY POLICY

CDSL provide business and service solutions, stock management, stockholding and distribution for domestic appliances, products, parts and accessories.

It is our vision is “to be the first choice for home appliance after sales service, spare parts, accessories and appliance distribution”.

It is therefore the company’s policy to provide the highest quality of service to ensure customer and client satisfaction.

The company is a commercial business operating in very competitive markets. We believe that delivering the highest quality of service, alongside controlling costs, optimising pricing and having a well established strategic plan, is essential to the long term sustainability and profitability of the business.

### **CDSL management team are committed to:**

- Implementing, integrating and maintaining the Quality Management System and ensuring sufficient resources are made available to achieve this.
- Promoting continual improvement and setting quality objectives in line with the framework laid down within ISO 9001.
- Ensuring through communication, engagement and training that employees are familiar with and understand objectives and procedures for the improvement and maintenance of the quality system relevant to their work in the company.
- Regularly reviewing quality objectives and ensuring the outcome of any review is communicated and understood.
- Ensuring our processes meet any applicable regulatory and statutory requirements.



**Andrew Sharp**  
CEO