

Quality Policy

Devon & Cornwall DC Power Ltd. is committed to the delivery of consistently high levels of customer service and product quality. We recognise that our superb reputation within the resilient power sector is the catalyst for our success. It follows that key to the on-going success of the Company is the consistent delivery of best-in-class service which is inextricably linked to quality. To ensure that this continues we continually monitor customer satisfaction which directly influences the continual improvement of our products, procedures and working methodologies and our Quality Management System.

Scope: The design, supply, installation and maintenance of critical network power equipment and systems.


The board of Directors of Devon & Cornwall DC Power Ltd. commit to implementing fully an ISO 9001:2015 compliant Integrated Management System (IMS). This policy and the Company's quality objectives will be communicated to all directly employed staff and subcontractors.

Appropriate objectives will be set, and key performance indicators will be monitored by means of customer feedback, this will be recorded, and the information used to enhance our service and product offering.

Clients and suppliers will be consulted in the delivery or provision of new services or products. New products and services will be introduced in conjunction with customer needs or enhanced supplier innovation.

The culture of "right first time" will be promoted and recognised within the Company by means of employee feedback.

This policy statement will be reviewed annually by the Board of Devon & Cornwall DC Power Ltd.


Eric Hall....., 9th February 2023

For and on behalf of Devon & Cornwall DC Power Limited.

DC DC Power, 12 Castle Park Road, Whiddon Valley Industrial Estate, Barnstaple, EX32 8PA

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Created / Reviewed / Modified by	Version	Who by	Date	Reason
Created by	V1	Eric Hall	16/11/2014	Draft for ISO 9001:2015
Modified by	V2	Eric Hall	23/11/2014	Issued No Changes
Reviewed by	V3	Eric Hall	20/03/2017	Issued No Changes
Reviewed by	V4	Clare Jones	31/12/2019	Updated for ISO 9001:2015
Reviewed by	V4	Conrad Hall	06/10/2020	Updated in line with other policies
Reviewed by	V4	Liz Hall	14/10/2021	Issued no changes
Reviewed by	V4	Liz Hall	22/02/2022	Annual review, no changes
Reviewed by	V5	Liz Hall	09/02/2023	Annual review, minor changes made

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