



New Wave Electrical Consulting Ltd

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QUALITY POLICY

New Wave Electrical Consulting Ltd is committed to providing electrical contracting and consulting services that meet the highest standards of safety, reliability, and customer satisfaction. Our quality policy is rooted in continuous improvement, compliance with statutory and regulatory requirements, and active engagement with clients and employees.

We aim to:

- Deliver all projects in full compliance with BS 7671 (IET Wiring Regulations) and other applicable standards.
- Foster a culture of quality and accountability among our staff and subcontractors.
- Ensure all services are delivered efficiently, on time, and within budget.
- Actively seek feedback from clients and use it to improve our services.
- Continually invest in training, innovation, and tools to maintain industry-leading practices.

This policy is reviewed annually and communicated to all staff and stakeholders.

New Wave Electrical Consulting Ltd operates as a full-service electrical contractor and consultancy, supporting commercial and industrial. We offer services ranging from design and feasibility studies to full electrical installations and systems commissioning.

Our team includes:

- NICEIC Qualified Supervisor
- Chartered Electrical Engineers
- Qualified electrical engineers and designers
- Project manager(s) experienced in construction site operations
- Health and Safety coordinator

Our work often involves partnerships with architects, main contractors, M&E consultants, and clients directly. We pride ourselves on our ability to deliver technically complex installations and ensure safe, code-compliant operations.

This QMS covers all operational, administrative, and technical aspects of New Wave Electrical Consulting Ltd, including:

- Electrical design and specification
- Project planning and documentation
- On-site installation and commissioning
- Maintenance and periodic inspection
- HSE compliance and site-specific risk management
- Client liaison and project close-out

The system applies to all employees, subcontractors, and third-party suppliers engaged in our operations.

Our organizational structure ensures accountability and efficient communication across departments.

Key roles include:

- Managing Director: Overall accountability for the QMS, business strategy, and compliance.
- Site Supervisors: Ensure operational compliance with project specifications and safety standards.

All staff undergo regular reviews to ensure their training, certification, and competencies are current.

Our QMS identifies and manages the following key processes:

- Tendering and Estimating– Estimators assess project requirements and generate detailed proposals.
- Design Review – All design work is reviewed for compliance, practicality, and client needs
- Procurement – Only approved suppliers are used. Orders are tracked and delivery verified.
- Installation – Site teams follow RAMS and ITPs (Inspection and Test Plans) to ensure quality.
- Testing and Commissioning – Certified electricians perform all required inspections and tests.
- Handover and Documentation – As-built drawings, certificates, and O&M manuals are provided.

Each procedure includes checklists and forms to ensure consistency and traceability.

All documents related to the QMS are subject to version control. This includes policies, procedures, forms, and records.

Document control procedures include:

- Unique document identification numbers and revision tracking
- Controlled access via secure digital platforms
- Annual review and re-approval by the QMS Coordinator
- Archived documents clearly marked as obsolete

Only current versions of documents are permitted for operational use.

Operational and project-specific records include:

- Site diaries and daily logs
- Inspection and test reports
- Health & Safety documentation (e.g., RAMS, induction forms)
- Training certificates
- Non-conformance reports and corrective action logs

Records are retained in accordance with our data retention policy, typically for a minimum of 7 years, and are stored securely in digital and/or physical formats.

Client satisfaction is central to our business. We engage with clients throughout the project lifecycle, from initial meetings and design development through to completion and post-handover support.

Customer satisfaction is monitored via:

- Regular meetings and progress reports
- Formal feedback forms post-project
- Prompt resolution of any complaints or issues
- Lessons learned reviews to improve future performance

Repeat business and client referrals are key indicators of our service quality.

We maintain an approved list of suppliers based on quality, safety record, and performance.

Selection criteria include:

- Accreditation NICEIC
- Financial and operational capacity
- Track record on similar projects
- Compliance with our QMS and site safety standards

Subcontractor performance is monitored on each project, and poor performance results in removal from our approved list.

All incidents of non-conformance—whether related to materials, workmanship, or safety—are recorded and investigated.

Our process includes:

- Logging the issue using a Non-Conformance Report
- Investigating root causes
- Assigning corrective and preventive actions
- Follow-up inspections to verify resolution
- Recording all steps to avoid recurrence

This system helps us prevent recurrence and maintain quality standards.

We are committed to continual improvement in all areas of our business. This is driven through:

- Regular performance reviews and internal audits
- Feedback from clients, staff, and subcontractors
- Review of emerging technology and practices in the electrical industry
- Annual QMS reviews to assess effectiveness and implement changes

Staff are encouraged to contribute suggestions, which are reviewed during management meetings.

Internal audits are conducted on a rolling schedule to assess compliance with this QMS and identify opportunities for improvement.

Audit methodology includes:

- Planning and scoping of each audit
- Conducting document reviews and staff interviews
- Issuing audit findings and recommendations
- Tracking actions through to completion

Audits are performed by trained, impartial personnel, and results are reviewed by senior management.

Senior management conducts an annual review of the QMS, covering:

- Performance metrics and objectives
- Internal audit results and client feedback
- Non-conformance and corrective action trends
- Legislative and regulatory changes
- Resource and training needs

Outcomes include updated quality objectives, strategic plans, and resourcing decisions for the following year.

Gary Alder
Managing Director



Date: 10.6.25