

Quality Policy Statement

MM Electrical Merchandising specialises in the supply of a wide range of electrical and data products for the residential, commercial and industrial markets. We aim to deliver the best service to our customers along with innovative, high quality and cost effective products.

To achieve this, it is the policy of MM Electrical Merchandising to maintain an efficient and effective quality management system which is fully integrated into standard business practices and satisfies the requirements of ISO 9001:2015. The system is designed to ensure the quality of our management and operational processes consistently meet or exceed the satisfaction of our customers in the provision of products and services.

MM Electrical Merchandising's Quality Manual (SPI 848) describes how the system is designed to ensure quality requirements are met, and effective control of these requirements is maintained. We regularly review the effectiveness of our processes for continuous improvement through audit results, corrective action, customer feedback, as well as evaluating product availability, reliability, process efficiency and the customer experience.

Colin Lamond

Chief Executive Officer