



Lucent Lighting Ltd, 7&8 Great Cambridge Estate, Lincoln Road, Enfield. EN11SH

www.lucent-lighting.com

Lucent Lighting Quality Policy

Lucent Lighting aims to source, manufacture and supply lighting products which meet the aesthetic and technical specifications of our clients, whilst maintaining our position as the first-choice partner for prestigious projects, both at home and internationally.

We aim to achieve this by building a strong reputation within the industry and through developing lasting relationships with key industry players and our major suppliers.

To ensure we deliver a consistent and reliable service, all our staff are undergoing both technical and internal process training. We pride ourselves in our work and in the Lucent Lighting brand.

By employing a client focused approach, we aim to be clear about the service we can provide and to meet our customers' expectations to a consistently high standard.

To support this policy and to promote continual improvement with our business, we will voluntarily maintain our UKAS Certified ISO9001 quality management system in line with the ISO 9001 international management standard and shall:

- Build long term relationships with our clients based on trust. Obtain and review feedback to enhance future satisfaction
- Maintain a strong sense of teamwork and individual responsibility throughout the company, which will be evident to our customers
- Set, monitor and periodically review objectives focused on continually improving our quality performance
- Ensure that individual responsibilities, processes and the standards to be achieved are clearly defined and understood by all employees
- Comply with the requirements of the ISO 9001 standard and satisfy any other requirements which we deem to be applicable including any applicable legal requirements
- Have mechanisms in place to identify all legislation relevant to our business and ensure compliance with this legislation is reviewed periodically.

Lucie Sidwell
Operations Director
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