



3/4 Heol Rhosyn
Dafen Park
Llanelli
Carmarthenshire
United Kingdom
SA14 8QG

Tel: +44(0)1554 740500
Fax: +44(0)1554 740501
E-mail: info@paigroup.com
Web: www.paigroup.com

Ref – PAI Group - Quality Policy 2024

Policy Aims & Objectives

The PAI Group of Companies are registered electrical contractors with a belief in creating and maintaining long-term relationships with both clients and suppliers alike. As identified by our Mission Statement, we wish to be recognised by all of our colleagues and clients as:

"Excelling in our commitment to quality standards of installation, with particular attention to safety."

We have developed and operate a comprehensive quality assurance system, which provides the basis of our superior service offering, but does not restrict or limit our ability to exceed client expectations at every opportunity. The requirements of our QA system have developed into a philosophy that is ingrained into the day-to-day operation of the company.

Our in-built flexibility enables our system to be amended as the company evolves, and takes into account the installation of new products, implementation of new technology or the requirements of a particular installation. We believe the achievement of client satisfaction is paramount and have therefore developed our policies and paperwork to cover the processes involved with all projects.

Our company structure and reporting infrastructure ensures that information is effectively communicated between individuals and disseminated throughout the organisation, enabling objectives to be set. By continuously monitoring all projects, we analyse the quality of our workmanship and service to our clients.

We firmly believe that accreditation to ISO 9001:2015 is essential in our commitment to Customer Satisfaction, compliance with all statutory legislation, continued growth and improvement of our company. We are committed to comply with requirements and continually improve the effectiveness of our quality management system.

The Policy will be subject to annual review, will be communicated to staff, and made available to all other interested parties.



Policy Review

This Policy and its associated documentation will be reviewed after changes in legislation, changes in the structure of the Company, in the light of additional knowledge or information becoming available, and in any event annually.

When, due to the conditions described above, any part of the company policy and procedures manual requires alteration or modification, it shall be deemed to be sufficient and in compliance with this policy if such alterations or modifications are made to the master printed copy held at head office, and those changes are notified by a convenient and effective method, to all employees in possession of printed or electronic copies of the manual.

The Policy will be communicated to staff and made available to all other interested parties. It is available to the public via the company's website.

Responsibility for Policy Implementation

The overall responsibility for the implementation of this policy is vested in the Directors of PAI Group of Companies.



Name Paul Adams
 Position Senior Shareholder, CEO & Managing Director,
 The PAI Group of Companies, PAI, Vaughan
 Sound Installations Ltd, Lighting Integration Ltd,
 PAI Holdings Ltd.
 Date: 4th January 2024



Name Richard Vaughan
 Position Director, The PAI Group of Companies, PAI,
 Vaughan Sound Installations Ltd, PAI Holdings
 Ltd.
 Date: 4th January 2024

