

Brackenheath Briticent aims to be a leading supplier of electrical products to the UK and export markets and to supply products that are approved in accordance with relevant British and IEC standards.

We recognise the importance of our customers as partners and we are committed to building long term relationships. We strive to be a reliable supplier by:

- Holding sufficient levels of stock to service our markets
- Despatching orders in good time
- Getting it right first time
- Working to achieve a satisfactory and timely resolution where problems occur.

We recognise the importance of our suppliers as partners and work closely with them to ensure a reliable supply chain.

To be effective, we have a dedicated, enthusiastic and competent team of people who are committed to delivering quality as part of their daily activities.

Our approach is underpinned by our quality management system registered to ISO 9001 which provides the framework to deliver quality, measure performance and continually improve as a business.

**Endorsed:** Gerry Barnett - Managing Director