Press Release

For immediate release

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| **CEF Leads the Charge on Quality**  **City Electrical Factors (CEF) has become the first large electrical wholesaler to secure the prestigious ISO 9001 accreditation across all of its 391 branches in the UK. The award follows a major company initiative and highlights CEF’s commitment to consistent high standards and the best level of service for all its customers.**  ISO 9001 is a globally recognised standard of Quality Management Systems (QMS). No other major electrical wholesaler has yet managed to achieve this level of accreditation across its complete branch network. The award further cements CEF’s reputation as the UK’s leading family owned electrical wholesaler and reflects the company’s customer centric approach and branch-wide quality control.  John Cantwell, Health & Safety Manager at CEF said: "Successful accreditation to ISO 9001 throughout all 391 branches in the UK is a fantastic achievement and we are the first large electrical wholesaler to have all sites approved to international standards.  “To our customers, this accreditation shows that we have consistency in operations across all sites and a process for continuously seeking improvements in the service provided to our customers. "  The Quality Management System sets out the standards in facilities, people, training, services and equipment, all of which are maintained to provide customer satisfaction. CEF attributes its QMS success to our staff in branches, the bespoke IT and management systems in place across its network.  Mr Cantwell went on to say: "To achieve accreditation, we are audited by SGS, an external accreditation company, who require us to demonstrate that we are adhering to our policies and procedures and are continuously monitoring our operations and practices to achieve on-going benefits for customers and CEF."  For CEF, gaining ISO 9001 certification is a major step towards improving working practices across the board with customers ultimately benefitting through the best levels of service.  To find out more about City Electrical Factors go to: <http://www.cef.co.uk/>  Facebook: <https://www.facebook.com/cityelectricalfactors/info?tab=page_info>  Twitter: <https://twitter.com/cefonline>    ENDS  **About**  Established in 1951, privately owned City Electrical Factors has a UK national network of 391 branches and the business now extends to North America, Ireland, Spain and Australia. Customers can also place online orders up until 8pm for next day delivery at **cef.co.uk** with access to more than 27,000 products from over 170 leading suppliers.  By combining product and brand choice with local personal service, technical support and free delivery, City Electrical Factors is dedicated to being the UK’s most helpful electrical wholesale network.  For more details please contact **Clare Watson**, CEF Marketing Manager on **0191 378 4073** or **clare.watson@cef.co.uk** |