



POL-01 QUALITY POLICY (Clause 5.2 ISO 9001:2015)

Vision

BFS will strive, as a minimum, to consistently meet our customers' expectations and manage any risks to quality across the manufacturing and sub contracting operations.

Statement of intent

If you take care of your customers they come back, if you take care of your product it doesn't, it's that simple.

Commitment

The BFS board of directors are ultimately responsible and accountable for ensuring we comply with relevant standards and deliver in line with the expectations of our customers.

Key factors:-

- Openly promoting the importance of the quality management system and its requirements.
- Ensuring BFS have processes in place to efficiently deliver products in line with or exceeding customers' expectations.
- Promoting the risk based way of thinking.
- Identifying and managing in house risk to products along with external risks associated with suppliers and services.
- Continually developing a strong culture of quality management throughout all departments of the business.
- Open learning from our in house and external services experiences during manufacture. Ensuring we hold the gains as a company recognised as producing quality products and continue to build on our reputation promoting best practices to improve our overall performance.

Aims & objectives

- Delivering quality products and services as cost efficiently as possible.
- Knowledge share across the whole business.
- Review the suitability and performance of this policy, our systems, and objectives.
- Establish quality objectives and targets.
- Promote continual improvement throughout the business.
- Openly report on quality performance.
- Identify, record, and investigate quality related issues. Openly relay lessons learnt and actions taken to prevent recurrence.

Signed: *Martin Spence*

Position: Managing Director

Date: 01/09/2017

Review date: 31/08/2018