

QUALITY ASSURANCE POLICY

Our Quality Assurance ambition and promise is to deliver products and solutions that consistently achieve customer satisfaction across all our activities.

To achieve this we have implemented a Quality System at the heart of our organisation, which drives the ideology of “fit for purpose, right first time, all of the time”. This underpins and touches every employee, each business interaction, and all our interested parties.

To achieve our Quality philosophy, we will:

- Maintain an Integrated Management System (IMS)
- Structure activities to achieve our objectives and communicate this widely
- Meet all applicable statutory and regulatory requirements
- Ensure the promotion of customer focus throughout the organisation
- Deliver continuous improvement through risk-based thinking and assessment
- Educate, and develop our employees in their understanding of the criticality of quality
- Establish process and procedures to deliver our products ‘right first time, all the time’
- Communicate this policy to all employees and interested parties
- Understand our impact on and the relevance towards climate change

It is my responsibility as the Managing Director to ensure that the appropriate resources, including human and financial ones, are committed towards implementing this policy across all our activities and, through working with the leadership team, we communicate our policies and standards to all employees and applicable interested parties.

Our Quality performance will be considered at every management meeting and our leadership team will review this policy annually to ensure that it continues to reflect the aims and aspirations of the company whilst maintaining compliance to the statutory and regulatory requirements.



Nathan Palmer
Managing Director - BWHL Group Ltd