

Document Number: POLBED006
Document Title: Quality Policy
Version Number: 01
Applicability: All Staff



QUALITY POLICY

1. Policy Statement

BEDEC is committed to ensuring quality of service and experience for all who come into contact directly or indirectly with the company. To implement this policy and to achieve our quality objectives we have developed processes and procedures that are contained within our management systems.

2. Scope

Our policy and procedures are designed to be implemented by all staff including subcontractors and pertain to all who come into contact with BEDEC either directly or indirectly.


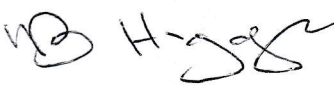

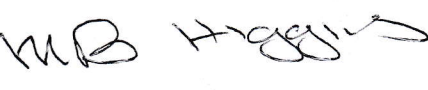
3. Policy Detail

BEDEC is committed to achieving consistently high standards of service to our clients and we firmly believe that quality improvements can best be achieved on the firm foundation of a quality system.

It is therefore our intention:

- To develop a quality team and charge them with the continuous examination and improvement of our quality management system in consultation with customers, employees and share holders.
- To not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers.
- To be profitable so that adequate resources are made available in all areas.
- To regularly review this policy to ensure that it drives continuous improvement and sets challenging targets for business improvement.
- To provide appropriate training to ensure that all employees/workers/contractors develop an understanding of the importance of quality in their work, to accept the need to employ only those working practices which will assure the required standard of quality and to raise the overall competency levels of the workforce.
- To develop a 'customer care' ethos to promote positive, timely and well-resourced response to all issues flagged and complaints received.
- To bring the contents of this policy to the attention of all employees/workers/contractors and make it available, when requested, to interested parties.
- To comply with all applicable laws and regulations.

It is the aim of BEDEC that with the total involvement and understanding of all staff through the implementation of the documented Quality Management System we will meet the ISO 9001:2015 standard and exceed the expectations of our customers.

NAME:  
SIGNATURE:  
POSITION: DIRECTOR
 10/7/24 10/7/24

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POLBED006	Nov 2023	1	D. Horn	Page 1 of 1
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Reason for change	Original			