



Integrity at
every step

QUALITY POLICY

The Quality Policy of BST Supplies is to supply products which meet all the requirements as agreed between the company and our customers.

Our Quality Management system will be maintained and developed in accordance with the requirements of ISO 9001 and by operating in this prescribed manner we will ensure that our customer requirements are achieved.

We will communicate in a clear and uncomplicated way and respect the confidentiality of our dealings with our suppliers and customers.

Opportunities for personal development will be made available to all our employees so they are able to assist in achieving our aim of customer satisfaction at competitive cost. The health and safety of our employees is of prime importance and arrangements will be implemented that satisfy both legal and customer invoked requirements.

By promoting and maintaining our compliance to ISO 14001 (Environmental Management Systems) we will ensure a contribution to the needs of our society.

The application of this policy is to maintain through continuous improvement an effective managed quality system which will assure our customers that the quality of our product and services that exceed their specified requirements which will contribute to the success of the business and promote customer satisfaction at competitive cost.

As part of the ongoing process to achieve these aspirations we have set objectives for product quality which include

1. Reduction in rejected product
2. Reduction in customer complaints
3. Increasing the level of customer satisfaction

Specific targets and objectives are established and reviewed at regular management meetings.

The company uses training of and communication of all employees to ensure this policy is implemented and understood.

Signed

James Mee
Managing Director