

BP01 26.04.2021

QUALITY POLICY

Scope - Bristol Metal Spraying & Protective Coatings Ltd's provide industrial coatings, specialising in; in-house and on-site surface treatment, including preparation, metal/plasma spraying, ceramic, synthetic rubber, glass flake and painting.

The organisation will maintain a Quality Management System (QMS) which meets the requirements of ISO 9001:2015 & AS9100 Rev D, any other requirements determined by the company or imposed by applicable customer, regulatory and statutory authorities.

Our quality objectives are defined within the QMS, and are communicated to all employees through the Company Vision, Mission and Values Statement.

We are committed to:

- Enhancing customer satisfaction through repeatable quality that meets or exceeds customer expectations.
- We will strive for continual improvement of our QMS to enhance quality performance.
- Maintaining our QMS and complying with the requirements of BS EN 9001:2015 / AS9100 Rev D, and all other applicable customer, statutory and regulatory requirements as a minimum.
- Responding to customers' enquiries in a timely and efficient manner.
- Achieving zero customer complaints and non-conformances; analysing failures and putting robust and effective corrective action in place to prevent recurrence.
- Integrating the QMS requirements including the process approach and risk based thinking into our business processes.
- Ensuring that the resources needed for the QMS are available to achieve it's intended results.
- Delivering on time, right first time by good communication, processes and quality control.
- Increasing efficiency and productivity through effective planning and resource use.
- Building and supporting supplier relationships.

The company supports and encourages employee development and all employees support of effective quality management.

This policy is not in any way restricted, it is displayed around the company site and is available to all interested parties on request.

Signed:

Debra Nelmes

Quality Director