

QUALITY POLICY

Bergstrom Europe Ltd.'s **QUALITY POLICY** is set out to create a safe working environment that focuses on meeting customer requirements & ensuring customer satisfaction, as well as meeting all applicable statutory and regulatory requirements using systems based on BS EN ISO 9001.

The quality policy is set out to ensure we understand the purpose and the context of the organisation as well as support the strategic direction, also to show a commitment to identify risks and opportunities for the business and for all other interested parties

Bergstrom's Strategic Objectives, Critical Success factors and Principles shall be communicated via the Global **CULTURE** and **VISION** Statements (**T.R.U.S.T.**)

Continuous Improvement Based on the **Plan Do Check Act** principles (**PDCA**) is required in all our business processes and is essential in achieving the objectives set out in this policy.

We will utilise **Competent & Motivated** employees collaboratively working together to achieve the policy commitments & objectives.

The following main quality objectives have been highlighted as being essential in implementing this policy:

1. To understand and satisfy our **customer** requirements and expectations.
2. To **continuously improve** our products, services as well as measure and improve the effectiveness of the quality management system.
3. To strive to attain **Zero Defects** through the setting of specific objectives and targets that are regularly reviewed.
4. To promote open and effective **Communication** throughout the organisation.
5. To achieve and maintain **Cost Effective** and profitable products and services.



Nick Wilkinson
Managing Director

