

## ❖ QUALITY POLICY

“Our commitment to quality and service is your guarantee of satisfaction.”

This is shown by the implementation of an ISO 9001:2008 Quality Management System that ensures that all work performed by BHC is done consistently, to the highest standards, and to the satisfaction of the client. The goals of our policy are to:

- 1>Expand the company and maintain the delivery of high quality products to all customers.  
Strive continuously to improve service provided to our clients and build long-term relationships with customers.
- 2>Communicate policy to all employees.
- 3>Maintain a working environment that encourages the delivery of quality products and services.
- 4>Respond immediately to customer complaints and inquiries.

The Quality Policy is reviewed annually at Management Reviews.

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## ❖ PLANNING AND OBJECTIVES

BHC has established a series of objectives in support of our quality policy. The objectives are measurable and consistent with our Quality Policy. Our objectives are to:

- 1>Monitor customer sales as a percentage of total and monitor customer relations by receiving feedback.  
Measure all new quotes and record percentage won.
- 2>Provide training on all aspects of the Quality Policy and Work Instructions to all employees in a timely manner.
- 3>Give feedback to all employees by monitoring and reporting monthly on statistics affecting Sales, NCRs, Rejects in House, Lost Time, Efficiency and Shipments on Time. Maintain ISO and CSA registration.
- 4>Monitor and respond to all customer complaints. Issue CARs to track trends.

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