

## Quality Policy & Objectives (Sheet 1 of 1)

BBC Fire Protection Limited made a strategic decision in the early nineties that the only way to progress the Business was to make a commitment to Quality and Customer Service, which resulted in a Quality System that very often implemented more than the BS EN ISO 9002 standard requested.

The transition between BS EN ISO 9002 and EN ISO 9001 has now provided us with the opportunity of reviewing, enhancing and improving an already successful quality system.

Recently the demands of Customers have escalated dramatically and Customers are looking for a measure of reliability, consistency and commitment to quality service. BBC Fire Protection Limited's Quality Policies are as follows: -

Achieve sustained and profitable growth by providing a Customer Service, which consistently satisfies and if possible exceeds the needs and expectations of the Customer.

Achieving Quality through a system of Operating Procedures that identify the process, competency and ability of all Staff to provide Customer Service.

Achievement of Customer Service involves all Staff, who are individually responsible for the quality of their activities, Management who continually monitor the Company's performance and Top Management who provide their commitment, experience and support to all Staff. A desire to serve the Customer better.

We are all conscious that Customer Service is a very competitive field of operation and sometimes the only way to be in front of other Companies is to offer that little bit extra when it comes to Customer Service. Together with our Quality Policies the following Quality Objectives are BBC Fire Protection Limited's commitment in providing excellent Customer Service: -

- To maintain an effective and measurable Quality Management System complying with EN ISO 9001.
- Every individual within the Company to have the desire and willingness to serve the Customer better.
- Provide Customer Service so efficiently and effectively that Customers keep coming back.
- To achieve and maintain a level of Customer Service that enhances the Company's reputation throughout the Fire Alarm Industry.
- Provide an environment where the Business activity is fun.
- To ensure compliance with all relevant statutory and regulatory requirements.
- To record all Customer Complaints on a timely and consistent basis.
- To reduce genuine Customer Complaints to 1 every month.
- To effectively review the performance of our Suppliers and Sub-Contractors on a timely and consistent basis and implement corrective action where necessary.
- To continue to enhance the competency of all Staff via defined training requirements and training programme.
- To meet Customer expectations on every breakdown activity.
- To service planned maintenance within the month of issue.
- To achieve direct contact with every existing Customer on an annual basis.
- To meet Quotation deadline dates on all quotations.
- To ensure that all quotations produced receive the adequate level of Contract Review.
- To record, review, measure and analyse all Non-Conforming activity relating to Customer Service.
- To hold effective Management Review meetings where the quality policies and objectives are reviewed and measured as to the Company's performance.

Our Quality Policies and Objectives represent our commitment to the implementation and achievement of a Quality Management System in accordance with EN ISO 9001:2000.