

Quality Policy

BPF is a privately owned company established in 2000 specialising in the procurement and supply of industrial components, home and office accessories.

We are committed to consistently provide products and solutions that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do our jobs right the first time and every time.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001. All areas of this standard apply to us other than section 8.3 design and development of products and services which is not applicable as we are distributors and do not design and develop our own products. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We will also monitor and continue to develop our quality system to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvement.

All personnel within the company are responsible for the quality of their work. BPF provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.

The policy, organization and procedures necessary to achieve the requirements are described in our quality management system. We set specific quality objectives which are agreed annually at Management Review meetings and reviewed for effectiveness. At these meetings we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organization.

Our Directors take personal responsibility for monitoring the quality system and regularly review the system's implementation, status and effectiveness.

Signed: 

Position: DIRECTOR

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