

# Quality Policy Statement

The Bernstein quality policy is to secure continued profitable growth by providing a high level of customer satisfaction. Achieving quality involves recognition of all customer needs and the employment of an efficient management system that endeavours to satisfy each customer first time, every time.

In order to attain a high standard of service an Integrated Management System (IMS) is maintained and communicated throughout the organisation. The processes and procedures within the IMS describe how the organisations activities are managed and have been designed to ensure that the expected high standards are consistently achieved.

All employees are individually responsible for the quality of their work and are provided with appropriate training to we constantly improve the performance of the company. Clarification of the company's policies, procedures and practices is always available from the Directors.

The Managing Director retains overall responsibility for the operation of the Integrated Management System, with routine management of the system delegated to the Production Manager.

The aims of the Integrated Management System are: -

- a) To maintain an effective Integrated Management System in compliance with ISO 9001:2008.
- b) To achieve and maintain an economic level of quality which enhances the organisations reputation with customers.
- c) To endeavour, at all times, to maximise and monitor customer satisfaction with the products and services provided by Bernstein.
- d) To ensure the effectiveness of the Integrated Management System and achievement of improvement objectives by means of the Management Review process.

To achieve these objectives it is incumbent on all personnel to be fully committed to the implementation of the Bernstein Quality Policy and the Integrated Management System.

Robert Emms  
Managing Director.....



26-09-2011  
Date: .....