

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 constantly improve the performance of the company. Clarification of the company's policies, procedures and practices is always available from the Director.

As a responsible company, we are committed to: -

- a) maintaining an effective Integrated Management System in compliance with ISO 9001:2015 and all applicable requirements.
- b) continual improvement and ensuring the effectiveness of the Integrated Management System through setting, monitoring and achievement of quality objectives.
- c) achieving and maintaining an economic level of quality which enhances the organisations reputation with customers.

We will endeavour, at all times, to maximise and monitor customer satisfaction with the products and services provided by Bernstein.

The Managing Director retains overall responsibility for the operation of the Integrated Management System implementation of the Quality Policy. It is incumbent on all personnel to be fully committed to the implementation of the Quality Policy and the Integrated Management System.



Paul Sharp
Managing Director

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