

The objectives of BACA Workwear & Safety Ltd are to supply Industrial safety products, workwear, specialist breathing equipment and training. We provide a unique service to our customers, developing products and solutions to meet our client Individual specifications.

To achieve this objective, the organisation will maintain an effective and efficient Quality Managements System based upon the requirements of ISO 9001:2015.

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by:
 - Responding promptly and accurately to customers enquiries and contracts;
 - A constant pursuit of quality, value and reliability In the services that the company supplies to Its customers;
 - Constantly striving with Its customers In seeking to establish the highest quality standards;
 - Adopting a forward-looking view on future business decisions which may have an Impact on quality;
 - Training all member of staff In the need and responsibilities of quality management;
- Monitor and measure the effectiveness of Its business objectives through management reviews and Internal audit process;
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with supplier who enable the organisation to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with the appropriate training and systems to ensure their competence always meets the organisations requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisations product/services and business processes;
- Ensure that all employees are aware of the quality policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all the necessary regulatory and legal requirements

This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

The continual improvement of the organisations Quality Management System is fundamental to the success of the its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of BACA Workwear & Safety Ltd:



Position: Managing Director

02/01/2024

BQP v.1

Registered Office:

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