

It is the policy of B&SL, to always deliver to the best of our ability for our customers and strive to surpass their expectations.

My team recognise the part they play in delivering work to a high quality whilst understanding the requirements placed upon us on a day-to-day basis. These include legal and contractual obligations as well as those documented in our management system, policies and procedures which demonstrate our compliance with ISO 9001:2015.

Customer satisfaction is our main objective and in order to achieve this we will develop implement and maintain a management system which will be monitored audited and reviewed in order to ensure full compliance with our objectives and targets as well as our customers' needs.

B&SL will strive to continuously improve the effectiveness of our quality management system.

We will set objectives in line with our strategic direction and monitor our progress in achieving them.

Our management system will be available and maintained as documented information.

Our management system will be communicated, understood, and applied throughout our organisation.

Our management system will be available to relevant interested parties as and when appropriate.

	Name	Role	Date	Signature
Reviewed By:	Angie Watson	Quality Administrator	02/04/2024	
Approved By:	Martyn Beardsell	Director	02/04/24	