



# BMG

OFFICE EQUIPMENT



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## QUALITY MANAGEMENT POLICY

Our aim at BMG Office Equipment is to provide total customer satisfaction. We do this by ensuring that all of our internal arrangements are practised that are suitable for this purpose. In order to achieve this, we've adopted a policy operating a coordinated quality system.

### **This means the following:**

We have the responsibility to ensure that all personnel engaged in tasks which can influence quality are aware of their obligations under the standard and are provided with adequate resources to meet them.

Maximum effort is directed toward providing satisfactory product at the first attempt, whilst ensuring that problems which do arise are solved in a timely and professional manner.

All employees are encouraged to seek improvements to the company quality system, its products and services.

The achievement of this objective is measured by examining customer complaints and non-conformances, controlling supplier performances, and by implementing corrective and preventative actions, and monitoring their effectiveness.

We ensure that this policy is understood, implemented and maintained at all levels within the company and adherence to the quality system and procedures is a condition of employment within our Company.