Quality Policy

acal bfi

We provide technically demanding, customised electronic and photonic products to industrial manufacturers. Our products come from a range of high-quality international suppliers and our Group's own Design & Manufacturing division. Through our wealth of technology expertise we help customers to solve technical challenges and innovate by creating application specific product designs.

Our management system complies with the requirements of ISO 9001 'Quality Management Systems'.

Consult. Design. Integrate.   **acal** bfi

acal bfi — Quality

Quality Embedded

Our quality policy is to:

- provide quality products and services to our customers that fully satisfy their requirements

- promote customer satisfaction by consistently providing products and services that meet or exceed customers' expectations;

- effectively cooperate and collaborate with all stakeholders to achieve the Acal BFi goals and objectives;

- continually improve the effectiveness of both the quality management system and the provision of all our services and products;

- ensure all staff are trained and briefed on all quality documentation so that they can implement the policies and procedures in their work;

- satisfy all applicable, statutory and regulatory requirements.

The Country Directors and their senior management teams are responsible for implementing the Policy.

This will be achieved by:

- establishing, implementing and maintaining a quality management system certified against ISO 9001;

- setting and reviewing measurable quality objectives and ensuring those objectives are met;

- providing the necessary resources to support the full implementation of the Policy;

- reviewing the effectiveness of the quality management system and assessing opportunities for continuous improvement;

- fostering a culture which encourages early identification of problems and the adoption of effective and efficient preventive and corrective actions;

- open communication with employees, suppliers, subcontractors and customers on quality issues encouraging them to participate and contribute to performance improvements;

- giving responsibility to the individual employee for quality of their own work, for adopting the quality objectives and to limit risks in every part of their own activities.

Paul Webster,
Group Chief Executive, Acal BFi   *April 2022*