

# QUALITY POLICY

Bergstrom Europe Ltd's **QUALITY POLICY** is to create a safe working environment that focuses on Customer Satisfaction and meeting applicable statutory and regulatory requirements using systems based on BS EN ISO 9001:2015.

Bergstrom's Strategic Objectives, Critical Success factors and Principles shall be communicated via the Global **VISION** Statement.

**CONTINUOUS IMPROVEMENT** in all our business processes is essential in achieving this policy.

We will utilise **HIGHLY TRAINED** and motivated employees working **CLOSELY IN TEAMS** to achieve this policy.

The following main quality objectives have been highlighted as being essential in implementing this policy:

1. To understand and satisfy all our **CUSTOMERS NEEDS** and expectations.
2. To **CONTINUOUSLY IMPROVE** our products, services and the effectiveness of the quality management system.
3. To strive to attain **ZERO DEFECTS** through the setting of specific objectives and targets that are regularly reviewed.
4. To promote open and effective **COMMUNICATION** throughout the organisation.
5. To achieve and maintain **COST EFFECTIVE** and profitable products and services.



Jim Elliott  
Divisional President