



revolutionary dispensing solutions

## Quality Policy – August 2015

Brightwell seeks to continue to develop its reputation as an effective business providing high quality dispensing equipment and support. We are committed to ensuring that our products and service are the best practically achievable.

Our customers expect competitive, durable, high quality products and we have systems in place to ensure we meet or even exceed their expectations. Furthermore we recognise that we need to comply with all relevant regulatory requirements and industry standards for our business.


We continually seek ways to improve our product quality and levels of service and monitor developments in our market to ensure we continue to provide our customers innovative products and support. Indeed, we set ourselves targets for quality and measure our performance against these to deliver continual improvement and ensure our Customers prefer to use us and we continue to succeed. Our key objective is to perform at a level where all our customers perceive us as delivering an excellent product and support service.

As part of our quest for quality we operate a quality assurance system meeting the requirements of the ISO 9001 2015 standard and taking account of EU and international product conformity standards.

Our management system is subject to regular internal and third party audit. This is aimed at providing us with a framework for continual improvement of our products and systems to help deliver customer delight.

Continual improvement happens best when everyone involved with the business is committed to it. Therefore, although the management team is ultimately responsible for quality, everyone associated with Brightwell is encouraged to play an active role. This includes identifying areas where we may fall short of objectives and suggesting improvements to help us succeed.

Through application of the philosophy of quality and continual improvement in all aspects of our business and listening to our Customers we believe we will continue to succeed in an increasingly competitive world.

Signed: 

Dated: 14/08/2015