



Quality Policy

It is the policy of Bay Plastics to provide a range of services and products that meet the specifications of its customers and that the product or services are provided on schedule at the agreed price.

Bay Plastics will ensure all work is carried out in a cost effective and timely manner in accordance with the highest professional standards, aiming for continual improvement and customer satisfaction, through the involvement and participation of all levels of management, staff and other interested parties.

A policy for conforming to the requirements of ISO 9001:2015 standard has been established and will be regularly reviewed at the management review meeting for suitability and effectiveness, addressing continual improvement and customer satisfaction.

Bay Plastics is a highly efficient and quality conscious organisation, whose prime objective is providing a quality service through the monitoring and continuous improvement of On Time Delivery, Quality of Product, and overall Customer Satisfaction.

The initial function of all management and staff shall be the maintenance of these objectives.

The management team is ultimately responsible for making balanced judgements, whilst understanding that the quality and personal integrity are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, that they know how they can assist in the improvement of quality, and that they are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all levels of management within the organisation. All personnel shall be guided by the contents of the quality system, no deviation from the methods and procedures set down shall be permitted.

This quality policy is displayed within the office and manufacturing areas.

All employees are encouraged to read this document and communicate any queries to the Managing Director.

This document can be made available to existing and potential customers, including third-party assessment bodies as required, but must be returned to Bay Plastics, upon request.

Signed

Date

09-07-2024

Ben Gilhespy
General Manager