



Our Ref:
Your Ref:



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QUALITY POLICY

Bomac is committed to delivering high-quality products and services that consistently meet or exceed customer expectations.

We specialise in the design and manufacture of heating elements and heating products, and we recognise that quality is fundamental to our reputation, customer satisfaction, and continued business success.

To achieve this, we are committed to:

- **Customer Focus**
Understanding and meeting our customers' requirements, while striving to exceed their expectations in quality, delivery, and service.
- **Compliance Obligations**
Ensuring full compliance with all applicable statutory, regulatory, and industry requirements, as well as any other obligations to which we subscribe.
- **Quality Management System**
Maintaining and continually improving our Quality Management System to ensure its effectiveness and alignment with business objectives.
- **Continuous Improvement**
Setting measurable quality objectives and reviewing them regularly (typically during Management Review) to drive continual improvement across all areas of the business.
- **Employee Engagement**
Ensuring that all employees understand their role in delivering quality and are supported through appropriate training, communication, and resources.
- **Supplier Quality**
Working closely with suppliers to ensure that purchased materials and services meet our quality standards.

This Quality Policy is communicated to all employees, made available to relevant interested parties, and is reviewed periodically to ensure it remains appropriate to the purpose and context of the organisation.

Authorised by:

Richard Bowen- Technical Director

Issue Date: 18th March 2026

Review Date: 18th March 2027

Directors: R. E. Bowen. J. E. McDonald BSc. Secretary: D Williams

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