

## BISLEY QUALITY POLICY

### About Bisley

Bisley Office Furniture conducts its business from its Head Office and manufacturing site at Newport, South Wales, Sales Office in Bagshot and two showrooms located in Dallington Street and Clifton Street London. Bisley is a UK manufacturer of a wide range of furniture products predominantly for the business, commercial and educational sectors, with ranges designed for those working from home for both the UK and international markets. Bisley also manufactures industrial storage products designed for heavy engineering use for both commercial and private sectors.

### Bisley Philosophy

The Bisley philosophy is to continuously re-invest in major capital projects with the objective of improving manufacturing excellence. In the past twenty years Bisley has invested over £80 million. The production and distribution facilities, totalling 52,000 square metres, deliver a combined output of over 15,000 finished steel storage cabinets per week. Bisley employs the most advanced manufacturing processes from in-house tool-making and computer aided design through to precision folding, robotic welding, and laser cutting and automated plants for powder paint application. This philosophy has enabled Bisley Office Furniture to become Europe's largest manufacturer of furniture products for office, private, educational and industrial environments.

### Our Vision

To understand our customer needs and to ensure the continued success of the Company through reinvestment in order to create a centre of lean manufacturing excellence, together with long-term secure employment for all our employees.

### Our Quality Policy

It is Bisley policy to meet and, wherever possible exceed, customer expectations, whilst complying with the requirements of relevant legislation and ISO 9001:2008. The Company is committed to improving the effectiveness of its Management Systems and aims to achieve this (alongside our stated Business Objectives) through monitoring a range of key performance indicators. These indicators are used to evaluate performance and drive continuous improvement activities throughout the organisation.

### Our Quality Management System

This document forms a small part of our overall Management System. The Quality Manual forms part of the **Integrated Policy Manual** which comprises our formal procedures in respect of:

- ISO 9001:2015                      Quality Management Systems
- ISO 14001:2015                    Environmental Management Systems
- ISO 45001:2018                    Occupational Health and Safety Management Systems

The Policy Manual is supported by a comprehensive management system structure consisting of clearly defined interlinking processes, supported by defined procedures (Please see below - Business Process Map). This complies fully with the requirements of ISO 9001:2008, the scope of which is recorded under our URS Certificate Registration No 11599:

**“Design, Manufacture, Supply and Installation of Furniture, Storage Solutions, Desking and Industrial Storage Systems.”**

## Our High Level Business Process Map



Signed:

  
Managing Director

Date: October 2018