

Bowers & Wilkins

Quality Policy

UK Quality Policy			
Function:	Cross Functional	Date Established:	20.02.2014
Responsible Executive:	Bowers & Wilkins Brand President	Date Last Revised:	18.05.2022
SAP Document Number:	10000120271	Version number:	04
Summary:			
This policy indicates B&W Group Ltd. (UK Operations) approach to: Quality in all its operations and activities.			

1. Statement

Bowers & Wilkins is committed to implementing, operating, and continually improving appropriate quality management systems, policies and processes to enable the delivery of the highest practicable technically innovative products and services.

Bowers & Wilkins is committed to fulfilling and exceeding customer requirements, obligations and delivering a consistently high level of service by developing and manufacturing meticulously crafted products through the constant development of our employees and partners.

The quality management system provides the framework for identifying opportunities and controlling risks to the quality of products and services through setting and reviewing objectives thus maximising our potential to enhance customer satisfaction and the satisfaction of other interested parties such as suppliers and business partners. It provides all interested parties and customers with the confidence that the provision of services and products will be delivered consistently and cost-effectively to predetermined high standards.

We recognise that our business relationships require on-going commitment to achieving business excellence at every level of Bowers & Wilkins and its supply chains.

2. Applicability

This policy is applicable to all operations and goals in B&W Group (UK Operations).

3. Responsibility

It is the responsibility of each department to adhere to and achieve the goals that have been set out for their function.

4. Related information

All B&W Group Policies are dependent on one another. This is so that the business moves forward in the same direction and the same message is communicated of our strategic business decisions internally and externally to achieve our goals.

5. Definitions

This document uses the following terms or phrases; (i.e. PCS & Process)

Bowers & Wilkins

No.	Term or Phrase	Definition
5.1	QMS	Quality Management System, is defined as the organisational structure of processes, procedures and resources.

6. Related documentation

Reference up to parent policy document and down to child process documents relevant;

6.1	POL: Group Goals, Culture & Values	10000083637
6.1	POL: Group Goals, Culture & Values	10000083637
6.1	POL: Group Goals, Culture & Values	10000083637
6.2	B&W Quality Manual	10000120385
6.3	POL: Procurement Policy	10000073342
6.4	POL: Quality Assurance and Control Policy	10000071999
6.5	POL: Production Policy	10000074694
6.6	POL: Production Engineering Policy	10000074693
6.7	POL: Global Planning Policy	10000073494
6.8	POL: Warehouse (UK) Policy	10000074740
6.9	POL: Group Sales Policy	10000073498
6.10	POL: Customer Support Policy	10000073850
6.11	POL: Business Systems Policy	10000074881
6.12	POL: Group Finance Policy	10000070325
6.13	POL: Information Technology Policy	10000072137
6.14	POL: Facilities Policy	10000073346
6.15	POL: Human Resources Policy	10000074665
6.16	POL: Group Health and Safety	10000070312