

About The Royal Boon Edam Group

With work environments becoming increasingly global and dynamic, the smart, safe entry has become the centre of activity in and around many buildings. Royal Boon Edam is a global market leader in reliable entry solutions. Headquartered in the Netherlands, with 140 years of experience in engineering quality, we have gained extensive expertise in managing the transit of people through office buildings, airports, healthcare facilities, hotels and many other types of buildings. We are focussed on providing an optimal, sustainable experience for our clients and their clients. By working together with our clients we help determine the exact requirements for the entry point.

QMS Mission Statement

Boon Edam Ltd is committed to improving customer satisfaction and the experience that the customer has when dealing with us. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

Boon Edam Ltd aims to understand all of our customers' requirements and endeavour to meet and, where possible, exceed them.

To achieve this we have in place a Quality Management System, compliant to ISO9001:2015 that is continually reviewed for its suitability and for opportunities to improve the system itself as well as our products and services and ultimately our customers' experience of us.

Boon Edam Ltd is committed to ensure that our business should comply with all applicable laws, regulations, industry best practice and statutory and other obligations.

Responsibilities

Boon Edam Ltd's Senior Management are responsible for ensuring the effectiveness of the Quality Management System and ensuring the quality policy and objectives are compatible with the strategic direction of the company.

The Senior Management have appointed a Quality Management Representative, who has the responsibility, and authority, for ensuring the Quality Management System conforms to the requirements of

ISO9001 and its effectiveness is monitored and reported on to the Senior Management.

All Boon Edam Ltd staff are required to comply with the requirements of the Quality Management System and to contribute actively to its continual improvement.

Objectives

In order to improve customer satisfaction responsibilities and drive continual improvement, Boon Edam Ltd have the quality management commitments:

- To understanding and endeavouring to comply with customer requirements.
- To minimising the downtime of our products by, whenever possible, performing a first time fix on customers equipment and when not possible providing a solution to the problem as quickly as possible.
- To install equipment to specification and working within the agreed number of visits.
- To provide and improve the "Boon Experience" that our commitment to our customers produces.
- To ensure that there are adequate resources and infrastructure and all the members of the Boon Edam team are properly trained and competent to complete the work they undertake.
- To Feedback information to major outsourced suppliers to allow them to improve the quality of the products they produce and the service they provide to us and ultimately to our customers.
- To strive to continually improve the Quality Management System itself.

Review

This policy will be reviewed and updated on an annual basis and at other times when amendments are necessary.



Signed Graeme Firth (Managing Director)

Date: 01/10/2019