


OUR QUALITY POLICY

“Our commitment to quality and service is your guarantee of satisfaction”



OUR COMMITMENT

Our commitment to quality and service is demonstrated by our implementation of BHC Cable Assemblies Inc’s ISO 9001:2008 Quality Management System that ensures that all work performed by BHC is done consistently, to the highest standards and satisfaction of the client.

The goals of our policy are:

1. Continuously expand the company and maintain the delivery of the highest quality products through continuous improvements, teamwork, innovation and lean manufacturing techniques.
2. Communicate policy to all employees.
3. Maintain a safe and efficient working environment that encourages the delivery of quality products and services.
4. Respond immediately to customer complaints and inquiries.



OUR PLANNING AND OBJECTIVES

The management of BHC Cable Assemblies Inc. has established a series of measurable objectives in support of the company’s quality policy.

Our objectives are:

1. Monitor customer sales as a percentage of total sales and monitor customer relations by receiving feedback. Measure all new quotes and record percentage won.
2. Provide training on all aspects of the Quality Policy and Work Instructions to all employees in a timely manner.
3. Give feedback to all employees by monitoring and reporting on statistics affecting sales and the delivery of quality products and service.
4. Maintain our ISO, CSA, UL and Controlled Goods Program (CPG) registrations.
5. Monitor and respond to all customer complaints. Issue CARs to track trends.