

UK Quality Policy

Function: Cross Functional

Date Established: 20.02.2014

Responsible Executive: Bowers & Wilkins Brand President

Date Last Revised: 18.05.2022

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Summary

This policy indicates B&W Group Ltd (UK Operations) approach to: Quality in all its operations and activities.

Policy

1.0 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.

2.0 Applicability

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

3.0 Responsibility

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

4.0 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.

5.0 Definitions

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

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

6.0 Related Documentation

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

No.	Document Title	Reference or Location
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	10000120276
6.7	POL: Warehouse Policy	10000074740
6.8	POL: Dealer Support	10000178241
6.9	POL: Customer Support Policy	10000073850
6.10	POL: Finance Policy	10000070325
6.11	POL: Information Systems Policy	10000171648
6.12	POL: Facilities Policy	10000073346
6.13	POL: Human Resources Policy (EMEA)	10000074665
6.14	POL: Group Health and Safety	10000070312