



## BACA Quality Instruction Manual

Document Title:	Quality Policy (2020)	Location	Australia
Category:	Quality Assurance	Supersedes:	05
Originator:	Rick Schiller	Date Reviewed	4 November 2021
Policy #	530.1	Version	06
Approval Authority	Managing Director – C Johnson	Review Due:	November 2022

BAC’s quality policy is established for use at each BAC location. It is developed in order to comply with the requirements of ISO 9001 and provides a framework by which BAC can improve the effectiveness of its quality management system. The quality policy will be used as the basis for establishing BAC quality objectives (see 5.4.1). The quality policy will be reviewed annually for continuing effectiveness and improvement of BAC’s quality management system.

### BAC’s Vision

*Reinventing Cooling to Sustain the World*

### BAC’s Quality Policy

*To support our mission to continually advance truly sustainable cooling, BAC empowers all employees to provide a **premium product and business experience** for all stake holders. Through our strategy and operating plan processes, and through our organizational and individual quality objectives, BAC strives to **continually improve** our product, services and systems to **exceed all internal and external requirements**.*

- *Maintaining an environment in which the customer’s need is the principal consideration in every part of our operations.*
- *Having every employee strive for excellence in all aspects of every business transaction to ensure the best quality products and services are delivered to our customers.*
- *Manufacturing products and providing services in full conformance with the customer’s requirements as well as BAC’s documented standards, procedures, and quality systems.*
- *Providing to every employee the support, training, and supervision necessary to achieve this goal.*
- *Maintaining a commitment to cost effective, continuous improvement in our process and products produced.*

- *Striving always to avoid mistakes, but should they occur, detecting and correcting them promptly.*
- *BAC respects the environment by marketing and manufacturing products which cool and conserve water, conserve energy, and reduce global warming.*
- *BAC has a commitment to satisfy applicable requirements.*

## Documents in support of this document

### 541.1 Quality Objectives

Revision	Date	Details of change	Revised by
0	21/01/2004	Initial	
1	07/02/2014	Added revision table and hyperlink	GW
2	28/04/2014	Revised header, footer and review policy	RAS
3	14/09/2017	Added Global Policy Statement from 2017 Management System Manual	RAS
4	31//10/2018	Added commitment to satisfy applicable requirements	RAS
5	30/11/20	Added updated Policy Paragraph supplied by Baltimore office	RAS