



QUALITY POLICY STATEMENT BEKINA NV 2024

Within Bekina NV an integrated quality management system has been developed and implemented to involve its employees in the quality policy. We are convinced that our will to excel in quality contributes to strengthening the continuity of our company and to achieving a healthy return.

Optimal quality

Bekina NV considers the delivery of optimal quality to our customers to be of paramount importance. In our dealings with customers, we present ourselves as a committed, proactive partner that understands our customers' objectives and acts accordingly. It is our conviction that keeping agreements and promises will contribute to a pleasant and lasting relationship with our customers.

Maximum customer satisfaction

We strive for maximum customer satisfaction, from the advisory phase and throughout the entire lifespan of the products supplied. We periodically measure the level of satisfaction of all our customers, as well as the extent to which they feel 'unburdened' by the solutions offered. Where possible, we immediately initiate improvement actions. We see it as our duty to provide products and services that meet or even exceed the requirements and expectations of our customers.

Legislation and regulations

It is just as natural that our products meet the requirements of laws and regulations and the relevant standards. We deliberately seek out the challenge of raising the quality bar higher and higher and of taking all our activities to the highest level.



Bekina NV undertakes to supply only products that fully comply with the standards, regulations and claims made relating to those products. Where appropriate, we will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, we will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced. Where services are provided related to safety equipment sourced from external organisations, we will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

Managing quality

We operate a quality management system that complies with the international standards laid down in NEN-EN-ISO 9001:2015. The entire chain of activities is covered by this management system. The system is continuously improved and updated. All employees know the (measurable and verifiable) quality requirements and objectives. Their intrinsic motivation to excel in the quality aspect helps them do so. The management takes on the task of communicating the quality policy properly, enforcing it strictly and securing it permanently. The Management assesses the progress in the field of quality and takes responsibility for further improvement.

The management of Bekina NV is committed to making the necessary resources available in order to achieve the above objectives.

SDE Director,

Kluisbergen, September 2 2024

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