

BORDER BALLISTICS TECHNOLOGIES



BBT Quality Policy

The core business of the company is the manufacture of **steel and carbide reamers, gauges and other tooling for the gun trade.** (The Scope of the business. There is no justification for excluding any part of the standards)

The business model at BBT is that we supply products at a consistently higher quality than our competitors. So quality is strongly coupled with the profitability - and ultimately the viability - of the company. It is essential, therefore, that all staff work to achieve and maintain a high level of quality at all times in line with the company policy of continual product and system improvement.

To achieve this goal of consistently high quality, it will be the role of management to define the product requirements in terms of material specifications, dimensional tolerances and cosmetic finish, and put in place work practices to achieve these requirements. These work practices must never sacrifice quality when striving to achieve other goals such as improved productivity.

It will be the role of production staff to ensure product quality remains their primary goal and to work with management to achieve and maintain a high standard of quality through the inspection procedures put in place. Consistent with the policy of continuous product and system improvement, production staff must also communicate to management where quality processes are breaking down and where they could be improved.

It is important that customers receive what they have ordered and to this end we are committed to achieving all applicable requirements. The details of a customer's initial order as entered into the BBT order system is always confirmed back to the customer, and that order follows the job through the production route to ensure all staff are aware of the customer's requirements. In particular, it must always be stated whether a reamer or gauge is made to the American Sporting Arms and Ammunition Manufacturers Institute (SAAMI) specification, or the European Commission Internationale Permanente (CIP) specification, or if it is a custom design.

Any and all feedback from a customer that a product has not met the specification expected will be immediately rectified in the first instance. This will be followed by a review to determine why the specification was not met. Procedures will be modified as necessary.

BBT will ensure that a sufficient range of calibrated gauges and measuring equipment is provided, and maintained, to ensure that the company's quality goals can be met in a quantifiable way.

This quality policy is dated 27 November 2018 and has been devised by Management to provide a framework for establishing quality objectives consistent with this policy.

To ensure the company's systems and policies remain effective in delivering customer satisfaction, this policy should be reviewed before 27 November 2019.

Signed;

A handwritten signature in black ink, appearing to read 'G. Kolbe', with a horizontal line underneath and a small mark to the right.

Dr Geoffrey Kolbe