



Bloms Workstations AB

## Manual

# Quality and Environmental Management

according to

ISO 9001:2015 and ISO 14001:2015

## A summary

In order to clarify our quality and environmental work, Bloms Workstations AB has chosen to work according to a well-documented quality and environmental management system: ISO 9001:2015 and ISO 14001:2015.

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## COMPANY FACTS

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Company Name: Bloms Workstations AB

Address: Vävlagargatan 6 Y 507 30 Brämhult, Sweden

Corp. ID Number: 556277-8851

Year of Establishment: 1947

Number of Employees: 6 people

Chairman of the Board: Torbjörn Friberg

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## ACTIVITIES

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Bloms is an innovative company that wants to demonstrate the ability to ergonomically facilitate and adapt workstations according to function and individual needs. With our long experience in the industry, we have adapted workstations and machines for a better work environment since 1947.

Our main focus is the work environment, where we provide everything from simple work desks and lifting trolleys to more complex machines, such as PLC-controlled assembly fixtures, etc. Bloms offers custom production aids for Lean Production, but also standardised solutions in the form of products such as ergonomic workplace mats, lifting trolleys, and work desks.

No products are sold to private individuals.

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## CUSTOMER FOCUS

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We must always ensure establishment and documentation of the customer's requirements. Customer requirements are checked during the pre-order contract review or in the order confirmation, in which the assignment description is included.

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## QUALITY POLICY

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Bloms Workstations AB develops and delivers ergonomic workstations in accordance with the requirements and expectations of our customers.

By implementing continuous improvements, we strive to provide our customers with reliable and timely deliveries, cutting edge technology, and quality that is superior to those of our competitors. In addition, our products must maintain high quality and be both reliable and cost-effective in the long term.

Through management by objectives, documented procedures, and close collaboration with our suppliers, we will steer our quality level towards zero defects.

We undertake to ensure that our Quality Policy is communicated and understood at all levels of the organisation, and that it is monitored.

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## QUALITY OBJECTIVES

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Within the scope of our Quality Policy, overall quality objectives are set for the entire company as well as detailed quality objectives by process or function. Quality objectives must be realistic and measurable.

### **Overall quality objectives**

Our overall quality objectives are increased customer satisfaction and long-term collaboration with our customers.

Customer satisfaction is measured by monitoring which / how many customers place repeat orders and which customers have not ordered products in the last 6 months.

### **Detailed quality objectives**

The detailed quality objectives are not presented in this summary of our Quality and Environmental Management System.

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## ENVIRONMENTAL POLICY

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Bloms Workstations AB delivers customised ergonomic workstations to our customers all over Sweden. Our focus is on creating ergonomic solutions for workstations to protect the health of our customers' employees. Our entire business is characterised by considering human health and the environment in which we operate. Bloms AB will protect the environment and reduce our negative environmental impact by:

- Complying with current Swedish environmental legislation;
- Helping our employees strive to minimise the environmental impact of our operations by actively providing environmental training throughout the year;
- Actively working to develop eco-friendly alternatives for our customers;
- Actively working to reduce total waste quantities;
- Constantly expanding our knowledge of the environment and how the environment is affected by the choices we make in our day-to-day activities; and
- Ensuring that any purchased office supplies, consumables, and food are environmentally, ethically, and eco labelled, in accordance with our purchasing procedures.

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## ENVIRONMENTAL OBJECTIVES

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### **Overall environmental objective**

Our overall environmental objective is to have active environmental efforts included as part of all our operations.

### **Detailed environmental objectives**

The detailed environmental objectives are not presented in this summary of our Quality and Environmental Management System.

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## ACTION PROGRAMME

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An action programme has been drawn up for the 2020-2021 financial year. The programme presents the division of responsibilities for achieving environmental objectives as well as the resources and timeframes to do so. Objectives are continuously monitored during the year.

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## QUALITY AND ENVIRONMENTAL KNOWLEDGE

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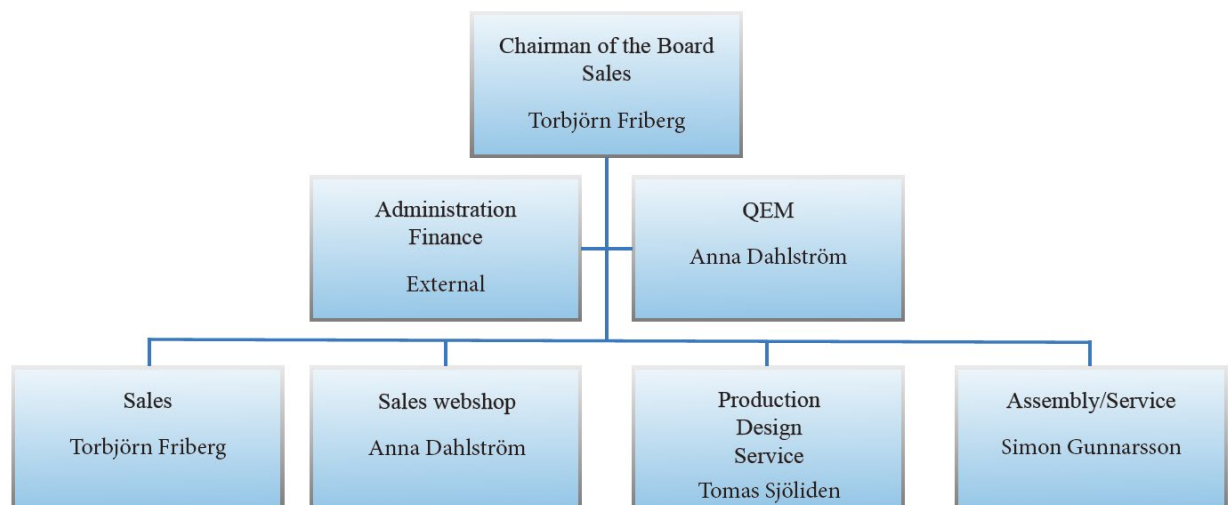
Our employees have completed quality and environmental training. Training is provided internally.

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## ORGANISATION

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The company's organisation is shown in the organisation chart below.



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## QEM EDITOR

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Management has appointed an editor to coordinate the quality and environment management system, namely Tiina Strindgård.

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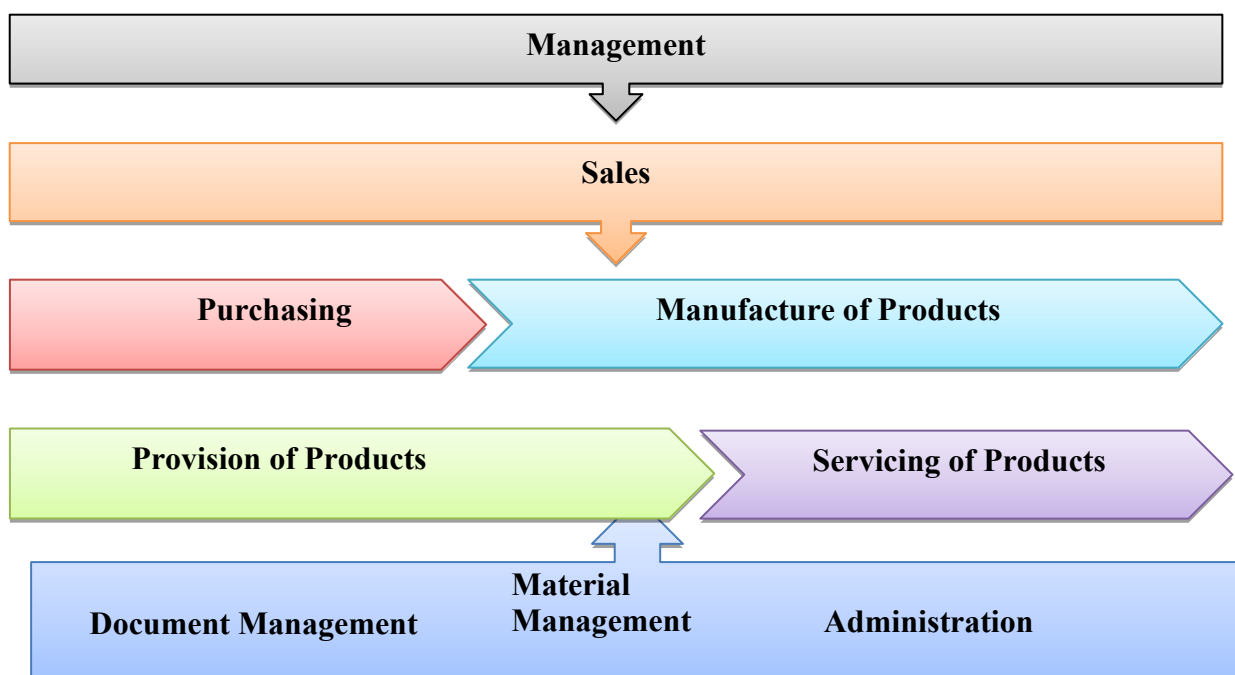
## QUALITY AND ENVIRONMENTAL REQUIREMENTS LINKED TO ASSIGNMENTS

To ensure fulfilment of the quality and environmental requirements linked to our assignments, we comply with relevant laws, regulations, and industry standards.

- Materials are purchased with consideration of environmental aspects.
- Waste is sorted at source.
- Chemical-technical products are handled based on product information.

## PROCESS-ORIENTED APPROACH

Based on customer focus, Bloms Workstations AB has made its operations process-oriented, and our approach can be described with the following process map.



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## DOCUMENT MANAGEMENT

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A number of governing documents are in place for the conducting of our business. Governing documents clarify rules and guidelines that the company and its employees must follow.

Governing documents are externally adopted, such as laws and regulations. In addition, Bloms adopts its own governing documents.

The company's governing documents are listed with search paths or location in our Quality and Environmental Management Manual. The list shows the validity/version of the document.

We track current laws and regulations as well as technical standards through online monitoring. We receive useful information from our customers, and by participating in public procurements, we learn about current legislation and regulations.

Information about new laws and regulations that directly affect our business is discussed at management meetings and recorded in minutes. The manager in charge informs their employees. The list of specified documents is updated.

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## DATA SECURITY

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Data is backed up twice weekly. Backups are stored in a different location.

Laptops used outside our premises are handled so as to prevent unauthorised access to computers or the information on those computers. Each laptop user is responsible for making regular backups.

Anti-virus software is installed on all company computers.

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## SUPPLIER EVALUATION

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Supplier evaluations aim to provide an idea of the supplier's capacity. Evaluations are recorded on the Supplier Evaluation form.

An overall review of our suppliers is carried out once a year. The review is based on the Supplier Evaluation along with any irregularities that have occurred during the year. Follow-up conversations are conducted with the supplier as needed.

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## PRODUCTION RESOURCES

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Bloms Workstations AB has its premises at Vävlagargatan 6 Y, Brämhult, Sweden.

This is where our operations and assignments are managed from. Assignments are often carried out on the customer's site by our qualified employees and contractors.

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## QUALITY ASSURANCE OF ASSIGNMENTS

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To ensure the quality of our customer assignments, the work includes quality assurance steps as well as accompanying self-checks.

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## ENVIRONMENTAL ASSURANCE OF ASSIGNMENTS

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To environmentally assure our customer assignments, we have environmental procedures for purchasing materials and equipment, handling chemical-technical products, and sorting waste at source.

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## SERVICE AND SUPPORT

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Our office is available Monday–Thursday from 8 AM to 4 PM and Fridays from 8 AM to 1 PM. We are also available on our mobiles phones.

We appoint a designated contact to every customer assignment.

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## **MONITORING, ANALYSING, AND CONTINUOUSLY IMPROVING OPERATIONS**

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The basis for improvement is analysing our operations and incorporating proposed improvements. Management is responsible for ongoing monitoring of operations.

Operations are analysed in terms of goal fulfilment, resource utilisation, and financial outcome as well as from a quality and environmental point of view. Completed assignments are followed up for lessons learned.

Procedures are in place for following up any irregularities that occur in our operations.

Continuous improvement of our operations demonstrates a professional approach to our joint work.

Internal audits of the quality management system and the environmental management system are carried out once a year.

The company uses the QiM Audit Programme for its internal quality and environmental audits.

The audit aims to monitor the actual working methods through interviews with employees.

The purpose of internal audits is to provide a basis for continuous improvements of the business.

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## **REFERENCES**

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