

Top Management provides evidence of its commitment to the development, implementation and improvement of our QMS in very tangible ways.

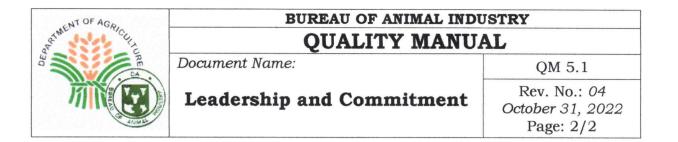
Our quality policy statement documents and communicates the importance of meeting or exceeding all applicable requirements (including customer, applicable regulatory requirements) through continual improvement of our processes, products, and services.

We ensure that our quality policy is understood, implemented, and maintained at all levels of the organization through posting of the quality policy statement at strategic locations within the BAI premises/buildings, conduct of orientation and re-orientation activities, meetings and through periodic management review of the quality policy statement and corporate level improvement objectives. In addition, our quality policy and objectives are communicated and deployed throughout the organization through individual performance objectives established and reviewed during employee performance reviews.

All division chiefs and senior managers demonstrate their commitment to the development and improvement of the QMS through the provision of necessary resources, through their involvement in the internal audit process, and through their proactive involvement in our continual improvement activities where emphasis is placed on improving both effectiveness and efficiency of our key QMS processes.

Top management always demonstrate leadership and commitment with respect to the integrated management system by:

- Taking accountability of the effectiveness of the QMS;
- Ensuring that the policies and objectives of quality is established for the QMS and are compatible with the strategic direction and the context of the organization;
- Ensuring integration of the QMS requirements into the organization's business processes;
- Promoting awareness of the process approach and risk-based thinking in quality management;
- Ensuring that the resources needed for the QMS are available;
- Communicating the importance of effective quality management and of conforming to the Standard requirements as well as statutory and regulatory requirements;
- Ensuring that QMS and its processes achieve its intended results;
- Engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
- Promoting continual improvement;
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility



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