

*Stand Mai 2018*

The overall quality objective of Chemson Ltd is to strengthen our position in the market through customer expectation, satisfaction and the delivery of high quality products and services. This policy underpins the strategic aims and objectives of the business.

Chemson defines quality as the following:

- Time to market
- Delivery on time and in full
- Lead times
- Production failure rates
- Consistency
- Product performance
- Supplier performance
- Customer satisfaction
- Compliance to agreements and conditions
- Innovation
- Responsiveness

In order to achieve this commitment, a documented management system which meets the requirements of ISO9001:2015 has been established in which the Directors and Management Team are responsible for determining measurable objectives, for customer satisfaction and the aspirations of the company.

The company aims to ensure:

- Trained and competent personnel are available, focussing at all times on quality.
- That high quality of products and service are given, providing optimum value to the customer.
- A process approach is adopted, where regular monitoring of system performances and factual analysis, are the base for effective decision making and continual improvements. In addition, that all processes are operated according to the quality standards, and in a cost effective manner.
- Continually look to improve the effectiveness of our Quality Management System.
- Continual improvement of product quality in respect to safety, delivery, usability, performance and packaging.
- Work closely with our customers and suppliers in seeking to establish the highest quality standards.
- That legislative and regulatory requirements are always complied with.

All employees shall be aware of this policy, the quality objectives and what is expected of them in their role at Chemson Ltd, and that they understand that if they encounter an issue which is not documented, or something that they are unsure of; they should raise it with an appropriate manager.

Robin Byron  
Chemson Ltd  
Operations Director