

07 January 2010



Quality Policy

The Company recognises the need for a total quality system to be implemented throughout if it is to satisfy its customers' requirements properly. This is achieved by a structured control system from receipt of an enquiry, order processing, design, manufacture and delivery. The quality system has been designed to comply with the requirements of ISO 9001, specification for design / development by the Managing Director and supported by all employees within the Company.

It is the objective of the Company to specify, manufacture and supply all forms of cleaning products that conform with agreed client requirements by initiating procedures and ensuring conformance in all areas that affect product quality and to minimise the cost of failure and rework by operating surveillance checks at all relevant stages of operation to assist defect prevention and early warning of non-conformances.

All employees are jointly responsible for implementing the procedures within the quality system and are individually responsible for the quality of the work produced by their section of the Company. They are also responsible for ensuring, by adequate collaboration with other sections, that specific quality requirements and standards are achieved in all areas.

It is an essential policy of the Company that the controls in the Quality Assurance Manual and Procedures are consistently followed and subjected to regular review and improvement, using feedback information and audit findings.

The Quality Assurance Manual is reviewed annually and whenever there is a change in Company policy or management structure which affects the quality system.

The Quality Assurance Manager has the authority and responsibility for co-ordinating the quality system, ensuring that all controls defined are implemented and maintained. He is also responsible for reviewing the status, adequacy and effectiveness of the quality system at regular intervals.

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R S GREAVES
Managing Director



ISO 9001/BS5750 Part 1 - Certificate No 0316