

QUALITY ASSURANCE MANUAL



SECTION 02

SHEET 1 of 1

ISSUE 1

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QUALITY POLICY

It is the policy of Dexine Rubber Technologies Ltd to provide a range of services, which meet the requirements of its customers and quality standard parameters, and that production of goods is maintained on schedule at the agreed price. All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards, aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

A policy for quality conforming to the requirements of ISO 9001:2008 has been established to ensure that it:

- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of other interested parties.
- Includes a commitment to meeting requirements and to continual improvement.
- Has the resources needed including contribution of suppliers and partners.
- Provides a framework for establishing and reviewing quality objectives.
- Demonstrates top management commitment and ensures that quality objectives are communicated, understood and achieved at appropriate organisation levels.
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

Being a small but highly efficient and quality cost conscious organisation, several personnel have dual roles to be carried out within its many aspects and functions. It is, however, company policy that this dual role system shall not deter, in any manner, personnel from their prime objective of providing a quality service through an adequately controlled quality management system. The primary function of all management and employees shall be the maintenance of this objective.

Management is responsible for making balanced judgements, assessing the significance of variations in operations and for taking decisions. In this context, every effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, be familiar with how they can assist in the achievement of established quality and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel are directed by the contents of the quality management system and no deviation from the methods and procedures set down are permitted.

A handwritten signature in black ink, appearing to read "D. Alderdice", is written over a white rectangular background.

D. Alderdice General Manager April 2015