



QUALITY POLICY

“Putting our customers first”

Here at Dycem we fully recognise and understand that customer satisfaction and continuous improvement are the key drivers for our business – Putting our customers first.

As a result of this we will:

- a) Operate our business to ensure that at all times we meet or exceed our customers' needs and their expectations in performance, service and quality.
- b) Continually improve our quality performance and promote good quality methods as part of good business practice.
- c) Develop our business to be the bench for others within our field.
- d) Ensure all our products meet national and international standards and specifications, including CE marking, REACH etc.
- e) Set measurable targets to achieve our quality objectives, which will be monitored and reviewed as necessary to ensure continuous improvement.
- f) Operate a Quality Management System (QMS) which, as a minimum, meets the requirements of BS EN ISO 9001:2008.
- g) Display and communicate our policy and make it available to interested third parties.
- h) Provide training for all parties within the organisation to ensure all employees understand their effect on quality and the company's performance.
- i) Carry out regular reviews to ensure that the quality system stays suitable, up to date and that any necessary improvements are implemented and effective.

Sign:

A handwritten signature in black ink, appearing to be "A. J. M.", written over a faint background image of a hand holding a magnifying glass.

Date: 25/06/2013

