

# Dycem<sup>®</sup>

## 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 management system 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. and any other applicable requirements
- e) Set measurable targets to achieve our **quality objectives**, which will be monitored and reviewed as necessary to ensure continuous improvement.
- f) Operate and develop a Quality Management System (QMS) which, as a minimum, meets the changing requirements of **BS EN ISO 9001:2015**.
- g) **Display and communicate** our policy and make it available to interested third parties.
- h) Provide **training** within the organisation to ensure all employees and contractors understand their effect on quality and the company’s performance; and to ensure they are competent to conduct the tasks they have been assigned.
- 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.

Signed:



Date: 04/01/2019