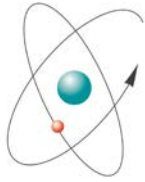


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RESOURCE

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QUALITY POLICY

It is policy for the organisation to provide a range of services, which meet the requirements of its customers and quality standard parameters. 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. Such work will meet legal and regulatory requirements.

A policy for conforming to the requirements of ISO 9001:2015 has been established and:-

- 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 said requirements and for continual improvement
- Has the necessary resources and the required support of suppliers and service providers
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented, through the appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness, addressing continual improvement and client satisfaction.

Management is ultimately responsible for making balanced judgements, assessing the significance of and making informed decisions. Each person within the organisation is fully trained and understands every aspect of the quality assurance standard and also what is required.

Being a highly efficient and quality cost conscious organisation, a number of personnel undertake dual roles within the business. Such roles will not detract from the prime objectives of providing a quality service through a controlled quality management system. The sole function of all management and employees will be to maintain this objective.

This policy is approved by the undersigned and is supported by all staff within the organisation and regularly reviewed at management level. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Nicola Bradley
Managing Director