



Quality Policy

A quality policy that reflects the Company's quality goals is shown below. It is reviewed during management review meetings and is modified as needed to ensure continuing applicability. Revisions to the policy are approved by the Managing Director and communicated to staff and other stakeholders as required.

Quality Policy Statement

Vision

To be regarded by our customers as the best adhesive products supplier in terms of customer service and expertise.

Mission

To provide a service that exceeds customer expectations in terms of product range, delivery performance and product support.

Customers

- Ensure we can satisfy customer requirements.
- Only supply products that have a good reputation for reliability and performance.
- Ensure we fulfil delivery promises made to customers.
- Correct service problems quickly and efficiently.
- Encourage customer feedback to help us improve performance.

Internal Systems

- Manage our processes to minimise risk and ensure they are performed effectively, efficiently and safely.
- Harness and communicate information critical for effective service delivery.
- Ensure staff have the skills and knowledge to confidently fulfil their duties.
- Set quality objectives that promote service improvement and process efficiency.
- Maintain a quality management system that complies with the requirements of ISO 9001:2015 and other applicable legislative and regulatory standards.

Suppliers

- Only use suppliers who share our commitment for meeting customer requirements.
- Only source products from reputable suppliers.
- Work closely with our suppliers for mutual benefit.

This policy will be communicated to all staff and will be periodically reviewed by the Managing Director and updated as necessary to ensure its continuing suitability.

Managing Director
Richard Cleal