

Fleming Technical Limited - Quality Policy

Fleming Technical Limited is involved in the formulation, manufacture and supply of cleaning, hygiene, maintenance, wastewater treatment, spill control and odour control products and has a vision to be synonymous with professionalism and innovation together with faultless and safe performance in every operational area.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Top management is committed to:

1. Ensuring that all applicable statutory and regulatory requirements are determined, understood and consistently met.
2. Ensuring that the products and services provided to our customers consistently meet or exceed their expectations.
3. Continually improving the QMS by ensuring that the risks and opportunities that can affect conformity of products and services are determined, measured and addressed.
4. Ensuring that the focus on delighting customers with exceptional quality of product and service is maintained.

Top management shall:

1. Take accountability for the effectiveness of the QMS.
2. Ensure that the quality policy and quality objectives established for the QMS are compatible with the context and strategic direction of the Company. Quality Objectives (in the form of Key Performance Indicators) have been set and are part of the QMS, in order to maintain the Company's ability to enhance customer satisfaction.
3. Promote the use of a process approach and risk-based thinking.
4. Ensure that the resources needed for the QMS are available; including training, support and encouragement.
5. Communicate the importance of effective quality management and of conforming to the QMS requirements.
6. Ensuring that the QMS achieves its intended results.
7. Engage, direct and support persons to contribute to the effectiveness of the QMS.
8. Promote continual improvement.
9. Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
10. Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for the Company or on its behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

Signed



Date 16/10/2017

G Fleming, Managing Director