



“Safety, Service and Care”

QUALITY POLICY – ISO 9001

Chemical Care:

- Provides customers with a high quality service that meets requirements and is fit for their purpose
- Operates the business and systems required by ISO 9001: 2008
- Enhances the skills of management and staff through peer review and actively pursuing on-going training, the objective of which is to prepare staff to perform their work more effectively
- Promotes a culture of continual quality improvements, team work and the philosophy of ensuring work is “right first time”
- Maintaining a DIFOTIS approach (Delivery In Full On Time In Spec)
- Promotes the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action
- SMART objectives:
 - i. Specific
 - ii. Measurable
 - iii. Attainable
 - iv. Realistic
 - v. Timely

Management shall ensure that the Quality Policy:

- Is appropriate for the purpose of the company and its customers
- Includes a commitment to comply with regulations and continually improves the effectiveness of the quality management system
- Provides a framework for establishing and reviewing quality objectives
- Is communicated and understood within the company
- Is reviewed for continuing suitability

Everyone at Chemcare is responsible for quality within the company and for maintaining high standards.

Signed

Jamie Storey (CEO & Director)