

VITAL CHEMICAL PTY LTD

QUALITY MANAGEMENT POLICY

Title: Quality Management Policy
Date: 2 March 2020
Date Reviewed: 4 February 2020 Next Review Date: February 2021

1. INTRODUCTION

The Vital Chemical Quality Management System is approved and authorised by the Director. All processes are continually monitored and refined, in order to improve effectiveness. Vital Chemical is committed to complying with the requirements of the Vital Chemical Quality Management System and AS/NZS ISO 9001:2016. We demonstrate this by:

Vital Chemical Management:

- Commitment to supplying the necessary resources to achieve Quality objectives;
- Commitment to quality processes and outcomes whilst striving to provide high quality, cost effective products and services, to achieve customer satisfaction;
- Engaging customers and developing operational relationships with both internal and external suppliers;
- Stimulating a cultural change by promoting quality management awareness in order to encourage active involvement from employees.

Workers:

- Comply with and assist in continuous improvement of Vital Chemical Quality Management System;
- Are encouraged to contribute to continual improvement by participating in the design, implementation and review of quality improvement activities;
- Are encouraged to report all quality related issues.

Vital Chemical is committed to establishing measurable objectives and targets to ensure continued improvement, which is aimed at enhancing the 2020 Company quality performance.

2. POLICY OBJECTIVES AND TARGETS

1. For our customers achieving "right first time" provision of the high-quality products.
 - Less than 5% of product supplied to customers requires return/modification
2. Achieve high level of customer satisfaction.
 - Number of customer complaints concerning quality of the product to be less than 5%

A Management Plan will be developed in Sherm for achieving objectives and targets specified in the Quality Management Policy.

Authorised by: Letiscia Xavier – Director Vital Chemical Pty Ltd

