

VITAL CHEMICAL PTY LTD

QUALITY MANAGEMENT POLICY

Title: Quality Management Policy

Date: 11 December 2018

Date Reviewed: 11 December 2018

Next Review Date: 11 December 2019

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 lead by example through their practices and standards;
- 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 of the quality performance.

2. POLICY OBJECTIVES AND TARGETS

- Customer satisfaction survey to be conducted with 20% of our customer base;
- 80% of the corrective actions raised as a result of issues reported to be completed within 30 days;
- Corrective actions raised as a result of issues reported – 100% completion rate.

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

