



## Formatank Ltd ~ Quality Policy

It is the policy of **Formatank Ltd** to provide its customers with a high quality service and to meet contractual specifications and requirements. Where applicable, these services will conform to relevant national and international standards or regulations.

The corporate objective of the Organisation is to achieve long-term profitability by providing the highest possible level of service to our customers. It is also the policy of the Organisation to ensure that all services are executed throughout in a manner, which sets and maintains a level of quality and service consistent with the requirements and expectations of the customers at all levels of the Organisation. The Organisation will also strive to continually improve its products, services and processes to enhance customer satisfaction.

The quality policy is measured and reviewed through the quality objectives which are themselves set and reviewed by the Directors on a regular basis at management reviews. The implementation of the quality policy is the responsibility of every member of staff, starting with the Directors who take policy decisions, which enable the correct action to be implemented throughout the Organisation. The Quality Manager is responsible for maintaining the implementation of the quality policy.

The quality assurance and the quality assurance procedures manuals are dynamic documents, which describe in an appropriate level of detail the policies, procedures and operating practices to be followed. It is mandatory that every member of staff must be familiar with the quality policy and the detailed procedures and practices which are applicable to their area of work within the Organisation.

A copy of this quality policy and the Organisation objectives statement is issued to all employees of the Organisation.

The quality manual has the full support of the management and, together with the supporting quality assurance procedures, ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that all staff adhere to the documented procedures in order to achieve a consistent approach to Quality Assurance.

Signed:

A handwritten signature in blue ink, appearing to read "B. Veitch", is written over a faint, light blue circular watermark or background.

Barry Veitch, Quality Manager