



## ISO 9001:2015 Quality Management System

### Quality Policy

**Walsall Chemicals** are committed to providing the highest quality service. We listen to our customers, continually reviewing our processes in line with our business needs and strategic direction for the business. The principal elements of our policy are: -

- a) To develop & maintain a Quality Management System satisfying the requirements of BS EN ISO 9001: 2015 which forms the framework for achieving continual improvement, effectiveness and complete client satisfaction & full realisation of all company objectives.
- b) To focus on the requirements of customers, establishing levels of communication capable of fully determining their needs & expectations.
- c) To establish & maintain an infrastructure capable of supporting all company activities & realising all company objectives.
- d) To identify scope for improvement in every aspect of the company's activities, devising & implementing effective solutions throughout.

**Signed/Authorised:**

A handwritten signature in black ink, appearing to read 'Jim McCartney', is written over a light blue background.

26<sup>th</sup> June 2017

Jim McCartney - Managing Director