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## Quality Policy Statement 2022

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Sky Chemicals aims to ensure total customer satisfaction through a professional and efficient service to all of our customers. This will ensure our customers re-order from us having been fully satisfied with our product and service. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- We will strive to deliver our products exactly as the customer would expect; on time, to specification, at the price quoted and without fault.
- We will strive to run our business at a profit to fund sustainable growth and investment for improvement, which is reflected in our continuous research and development.
- The management will respond to all feedback appropriately and analyse available data to ensure that our Quality Objectives are being met.
- We will conduct our business in an ethical, professional and sensible manner.
- Customer satisfaction will be our main aim, and we will strive to meet customers' requirements and expectations first time and every time.
- Should we make a mistake or not conduct ourselves in a professional manner, we will admit it and rectify the situation with corrective action. Furthermore, we will attempt to eradicate repeat behaviour through preventative action.
- Continued improvement: the company will aim to improve in all areas wherever possible and the business will involve all stakeholders in the change of the business through improvement.
- We are committed to fairness, equality, and diversity, and will attempt to support this in every aspect of our business.

Please contact our office manager for more information about company policies and procedures.