

DIRECTA (UK) LIMITED

QUALITY MANUAL

QUALITY POLICY

It is the aim of Directa (UK) Limited (the 'Organisation') to supply industry with the best quality consumable products. It is also our intention to supply on time, best packaged and within budget.

Directa (UK) Limited operates a Quality Management System that has gained BS EN ISO 9001 certification, including aspects specific to provision of supply of industry products and consumables.

The management of Directa (UK) Limited is committed to:

1. Developing and improving the Quality Management system, making it efficient and effective meeting the requirements of BS EN ISO 9001.
2. Continually improving the effectiveness of the Quality Management System, providing materials which have been produced from an approved source. Training personnel to ensure that they are fully conversant with our quality policy and have the necessary skill and competence through such training, experience, awareness, product knowledge and education to achieve our objectives.
3. The enhancement of customer satisfaction through our plain English catalogue and website. In the event of a complaint, our policy favours our customer. Whether the query is due to product quality or presentation, we automatically accept responsibility, and accept the return of goods for full credit, without argument.
4. Top management shall establish, implement and maintain a quality policy that is appropriate to Directa (UK) Limited, ensuring quality objectives are met, commitment to satisfy customers requirements and to always improve where possible the quality management system.
5. All members of staff will be issued a copy of the policy and be communicated and understood by all staff the importance of establishing quality through all departments.
6. Top management shall ensure that the roles, responsibilities and authorities for day to day running of the business are communicated and understood within the company by issuing a quality structure to all staff. Any issues concerning quality or change to Quality Management System, these can then be reported to the relevant person.

The management of Directa (UK) Limited has a continuing commitment to :

1. Ensuring that customer needs and expectations are determined and fulfilled always with the aim of achieving complete customer satisfaction.

2. Communicating throughout the Organisation the importance of meeting customer needs and legal requirements.
3. Establishing the Quality Policy and its objectives.
4. Conducting regular Management reviews of the effectiveness and implementation of the Quality Management System.
5. Ensuring the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

In addition to all English and EEC legislation and regulations, Directa (UK) Limited complies with all legislation specifically related to the provision of industry essentials and consumables.

Directa (UK) Limited constantly monitors its quality performance and implements improvements when appropriate.

This quality policy is regularly reviewed in order to ensure its continuing suitability.

Signed

Martin Storey

Senior Director