

Quality Policy Statement

Vision

Quartztec Europe Limited specialises in the manufacture and supply of Quartz, Thermocouples and Ceramic Products for industry, in particular the Semiconductor Industry. The nature of the company's activities places particular emphasis on meeting quality expectations when delivering these services.

We operate a quality management system certified to ISO 9001:2015, demonstrating our commitment to continual improvement and particularly the enhancement of client satisfaction through all areas of our operations.

Strategy

It is Quartztec Europe's policy to:

- ✓ Comply with all relevant compliance obligations
- ✓ Deliver a consistent quality of service to meet customer expectations
- ✓ Respond to customer feedback within agreed timeframes
- ✓ Ensure that the contents of the integrated management system, including all policy statements, is communicated to and understood by all employees
- ✓ Ensure that all staff are provided with the required information, training, instruction and supervision to carry out activities in accordance with this policy
- ✓ Ensure that, in their provision of products and services to Quartztec Europe, all suppliers and subcontractors operate to quality standards that do not conflict with its own policies or those of its clients
- ✓ Set and publish quality objectives and targets to improve its performance
- ✓ Periodically audit the quality performance of the business
- ✓ Provide the resources necessary to implement this policy

Employee Responsibilities

All employees have a responsibility to familiarise themselves with the quality commitments of Quartztec Europe limited. They are required to co-operate and follow the systems in place to deliver a service that meets the expectations of our customers.

Closing Statement

This policy is communicated to all staff and provides a process-based framework for continual improvement in customer satisfaction. The policy will be subject to management review on an annual basis or earlier as required in the case of any significant changes.

Name : Ron Jackman
Position : Managing Director/CEO

Issue Date : 23-AUG-2021
Review Date : 01-APR-2023

Signature : 