

Quality Management Policy

Introduction

The quality of Vital Chemical's products and services is fundamental to our company ethos. Vital Chemical has established measurable objectives to continually improve our quality performance.

Vital Chemical is committed to ensuring that the integrity of our Quality Management System is upheld in alignment with AS/NZS ISO 9001:2016.

Vital Chemical Management demonstrate this by:

- Providing the resources required to deliver our Quality objectives.
- Complying with relevant legislation, standards, and contractual obligations.
- Monitoring and refining processes to continually improve quality outcomes.
- Providing products and services to achieve customer satisfaction.
- Developing operational relationships with stakeholders to ensure industry best practice is achieved.
- Maintaining high standards of professional conduct and ethical practices.
- Encouraging active involvement in quality outcomes from employees.

Vital Chemical Worker responsibilities:

- Understand and actively support Vital Chemical's Quality Management System.
- Engage in the continuous improvement of Vital Chemical's Quality Management System.
- Participate in the design, implementation, and review of quality improvement processes.
- Report and take immediate action on quality related issues.

Policy Objectives

1. Embedding knowledge and understanding of Quality Assurance for employees.
 - Continue to provide quality awareness training on company policies and procedures to all employees.
2. Achieve a high level of customer satisfaction.
 - Increase the recording of positive feedback by 10%.
3. Introduce Delivery in Full on Time (DIFOT) KPI's to measure performance within our supply chain.

Implementation

This Quality Policy is implemented and communicated to all relevant parties. A copy is displayed on the Vital Chemical website.

Authorised by Vital Chemical Pty Ltd Directors:



Letiscia Xavier

28/03/2024

Date



Paul McMullen

28/03/2024

Date