

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.
- Remaining up to date with industry trends and potential competitive market forces.

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%.
 - Ensure customer complaints are promptly addressed by immediately identifying the root cause, implementing agreed corrective actions and providing feedback to the customer within 7 business days from the date the issue was raised.
3. Implement high level of quality management on day-to-day operations.
 - Ensure quality related incidents are not systematic.
 - Conduct periodic process audit to ensure all departments operate in line with established procedures.



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:

A handwritten signature in black ink, appearing to be 'L. Xavier', written over a horizontal line.

Letiscia Xavier

24/06/2025

Date

A handwritten signature in black ink, appearing to be 'P. McMullen', written over a horizontal line.

Paul McMullen

24/06/2025

Date