



A CSW Industrials Company

## JET-LUBE (UK) LTD QUALITY POLICY

It is the objective of Jet-Lube (UK) Ltd to ensure that our resources and people are organised so as to satisfy our customer needs. We will measure our performance in meeting customers' needs and work with them to continually improve the service that we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Establish objectives that will help achieve:
  - Total customer satisfaction
  - Deliver all product orders complete and on time
  - Continually decrease any non-conformance in products, performance or systems.
  - Staff training.
  
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well its products meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products and business processes
- Ensure that all employees and sub-contractors are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and is supported by all employees as an integral part of their daily work.

Signed on behalf of Board of Directors:

Position: Managing Director

Date: 1<sup>st</sup> May 2018