


Quality Policy	Document Reference:	A-0100-Q	Application
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Alfa Chemicals manufactures and distributes speciality chemicals. Our business relies on our ability to source and supply quality product with a personal service.

We commit to:

- Supplying high quality product that satisfies customer requirements.
- Providing a suitably robust route to market for speciality products.

We shall do this by:

- Maintaining an up-to-date legal register; fulfilling our regulatory and legal responsibilities in full.
- Establishing a strong leadership team with a collaborative quality culture.
- Applying the process approach to all of our business activities.
- Ensuring every non-conformance is recorded and resolved.
- Carrying out an internal audit program covering all aspects of our QMS (Quality Management System.)
- Monitoring the performance of our supply chain and third-party manufacturers.
- Providing resource to support our QMS function.

We aim to:

- Maintain our ISO: 9001 certification.
- Be a customer-focused organisation.
- Promote quality across all levels of our business.
- Improve the quality of our service year-on-year.

We will achieve our aims by:

- Setting out and reviewing Quality Objectives in our Annual Management Review.
- Ensuring this policy applies equally across all levels of our organisation.
- Undertaking continual improvement.
- Supporting our personnel with effective training and opportunities for professional development.
- Using data and information from the QMS to make evidence-based decisions.
- Shaping our QMS according to the input and feedback of our customers, supply chain and external audit bodies.
- Developing our relationship with regulatory bodies, government agencies and industry
- Attending quality themed workshops, seminars and industry events.
- Benchmarking our performance against industry standards.

Our policy will change as our business does, but we will:

- Review this policy every 12 months in the Annual Management Review.
- Ensure updates to this policy are clearly communicated to our personnel.
- Display the latest issue of this policy prominently in our head office and on our website.
- Incorporate this policy into the induction of every new starter.
- Ensure this policy continues to guide and shape our QMS.

Approved by on behalf of the Board:

Susan Burgoyne

Date 04/12/2025