


Quality Policy	Document Reference:	A-0100-Q	Application
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	Authorisation	BOARD	

Quality Policy

Alfa Chemicals is a speciality chemical distributor. We supply through 3 dedicated divisions serving the Industrial Chemical, Pharmaceutical and Personal Care industries. 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:



17/12/2021

Dr E Auty, Director – Pharmaceutical & Quality.