

QUALITY POLICY

At Quantex quality is critical to our business because we value our customers and their requirements. We strive to provide our customers with a service which meets and even exceeds their expectations. We are committed to continuous improvement and will establish a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback,
- A customer complaints procedure,
- Training and development for staff,
- Regular audit of our internal processes,

Our internal procedures are reviewed regularly and are available to all staff. Although the Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole company.

We will:

- Comply with all applicable laws and regulations which affect our business activities,
- Follow a concept of continual improvements and make best use of our resources,
- Communicate our performance to our employees and other interested parties,
- Work closely with our customers and suppliers to establish the highest standards and give them confidence in our ability to provide a quality service,
- Conduct our business in a fair and ethical manner.

We are committed to carrying out the requirements of our Quality Management System, which will help us to meet the needs and satisfaction of our customers.

Signed for and on behalf of:



Date: 12 August 2024

David McDonagh and Paul Watts

Directors

Quantex Limited