

SQUIBB GROUP

OPERATIONS MANUAL – GUIDANCE NOTE

October 2014

Section: OM0.3

Page 1 of 2

Title: Quality Policy Statement

Issue: 3

QUALITY POLICY STATEMENT


We depend entirely on our customers and we make every effort to understand their current and future needs. We will meet their requirements and we strive to exceed their expectations. Our various team leaders work to establish a unity of purpose within the Group and they create and maintain an internal environment in which people can become fully involved in achieving our objectives.

The whole Squibb team is further committed to complying with the requirements and maintaining and improving the effectiveness of our integrated management system. Our team of skilled and competent personnel is further committed to the supply and provision of high quality products and services which are fit for their intended purposes and which conform fully to both our customers' and relevant regulatory product requirements. This policy is communicated to and understood by all employees, suppliers and other interested parties and we recognise that the relationship with our suppliers is interdependent and a mutually beneficial relationship enhances the ability of both to create value. To achieve our objectives, the Squibb Group operates an integrated management system that complies with ISO 9001:2008; ISO 14001: 2004 and OHSAS 18001: 2007 and our people, who are the essence of our organisation, are encouraged to be fully involved in that management system so that their abilities can be used for benefit of all of the interested parties.

Our quality policy has been established to provide a focus to direct us and help us achieve the desired results - we all recognise that the desired result is achieved more efficiently when our activities and related resources are managed as a process and we have adopted a process system approach to management. Adherence to this quality policy and various others within the group involves all of the activities within the Group Companies and all of its stakeholders. Quality objectives consistent with this policy are set at relevant levels throughout the trading businesses, are measured and monitored as part of the Management Review process, and are updated annually, where required. It is our permanent objective to always improve the Group's overall performance. We measure customer satisfaction through regular contact, feedback and surveys and we act on the feedback we receive because we acknowledge that our most effective decisions are based on the analysis of this data and information.

This Quality Policy will be assessed for continuing suitability during the management review process and will be reissued when deemed necessary. Where opportunities for improvement are identified appropriate action is taken and subsequently monitored for effectiveness. Everyone on the team is trained in the use and improvement of the management system and the training delivered is monitored for effectiveness.

Change from issue 2 – review for compliance with ISO9001

Owned and approved by the MD:..... 

SQUIBB GROUP

OPERATIONS MANUAL – GUIDANCE NOTE

October 2014

Section: OM0.3

Page 2 of 2

Title: Quality Policy Statement

Issue: 3

The directors have the ultimate responsibility for the effective and economic operation of the management system. They have the responsibility and authority for identifying quality requirements in the company and for implementing the actions necessary to meet those needs and in so doing meet the requirements of the management system standards, ISO9001, ISO14001 and OHSAS18001 and those of our valued customers.



Signed

Date ...01/10/2012

MR LESLIE SQUIBB MANAGING DIRECTOR

Change from issue 2 – review for compliance with ISO9001

Owned and approved by the MD:..... 