

TECHNIBOND QUALITY POLICY

Technibond is a leading manufacturer of double-sided adhesive tapes, adhesive-coated foam sealants, and related technical adhesive products.

Our goal is to supply service-led products that are the best of their type with regard to quality, usability, performance and price, and that satisfy all legal, regulatory and customer requirements. To achieve this we will continually improve our products, systems and processes to increase our competitiveness and level of customer satisfaction.

We are committed to a quality-first approach to business, and we will maintain a quality management system that is certified to ISO 9001. This quality system will be maintained by regular internal audits and management reviews, and by independent external audit by an accredited body. This system is documented in the Technibond Management Manual and accompanying procedures, and operates at all levels. All of our people are required to understand our policy, to apply our procedures towards it, and to do everything possible to maintain and improve customer satisfaction.

Our key quality objectives are continually to:

Develop our existing products and new products, to improve fitness for purpose, to enter new markets, and so to increase sales.

Develop our production processes, to improve efficiency and quality, and to offer new capabilities for the benefit of our customers.

Develop our supplier relationships, to improve our mutual understanding of one another's requirements and capabilities.

Improve our pre-sales and after-sales services, to forge strong links with our customers, who will value our expertise and return their loyalty.

Improve our quality system, to reduce defects and increase the reliability of our products and services.

Train all our people, and to empower them to make the best use of their capabilities in the pursuit of Company objectives.

These overall objectives, together with information and data collected from audits, customer feedback and other sources, are reviewed at our Management review. Specific objectives will be delegated to the Management team for timely implementation.

Mike Summers, Managing Director

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