

ISO9001 Clause 5.2, 5.2.1, 5.2.2

1 Scope and Responsibilities

- 1.1 The following quality policy is outlined by the Managing Director and is reviewed as appropriate. The quality policy is translated into company objectives in [QM06](#).

The Axium Process Limited quality policy is:

1. Our primary drive and commitment is to satisfy the needs of our customers and ensure that total customer satisfaction is fully achieved. (2.1, 4.1) [a, b, d]
2. Exceed customers' reasonable expectation in terms of quality, delivery and service by consistently delivering high quality products and services, on time and to customer specification. (7.1, 2.1) [a, d]
3. To routinely monitor our performance against customer requirements, and maintain detailed records. (4.1, 7.4) [a, b]
4. Continuously improve every aspect of our operation through the active involvement of our employees, customers and suppliers. To carefully review our procedures in line with the current version of ISO9001.(8.1) [c,g]
5. To regularly review our policies and procedures and to ensure that any corrective actions are implemented immediately, and effectively communicated to all concerned.(8.1) [c,g]
6. To commit to continuous and structured training of Axium personnel in all aspects of our Quality Policy and procedures.(7.2)



D W Houldsworth
Managing Director – Axium Process Ltd
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(X) = Values and Ratios Number
[X] = 9.1.3 Clause Letter
