

QUALITY POLICY STATEMENT

The Managing Director, the board of Directors and Executive team of Synthotech Ltd are committed to the continual development of Synthotech Ltd and they endorse and demonstrate leadership and commitment to ensure Synthotech offers concept, design, manufacture, implementation, support and consultation of specialist engineering (pipe work solutions and ancillary equipment) to the global utility and infrastructure industries. In order to achieve this quality policy statement reflects the company's commitment to:

- Provide the customer with a complete service from concept to after sales support and consultation.
- Produce and deliver Quality Products and services to the highest standards, in accordance with BS EN ISO 9001:2015, and relevant legal requirements in order to exceed customer expectations and continually improve the effectiveness of the quality management system.
- Identify the risks and opportunities that can affect conformity of products and services.
- Ensure that the development, manufacture and inspection of our products are carried out in a manner which will ensure they satisfy customer order requirements.
- Assist management to ensure that an effective quality system, embracing all functions, employed through every level of the company to achieve a level of quality that will ensure customer satisfaction in the most economic and practical manner.
- Ensure all members of staff, are suitably trained for the tasks they are required to perform and are aware of the company's Quality Policy, Manual and Procedures as they are an important part of maintaining the Management System as a whole.
- Provide a framework for establishing and reviewing quality objectives
- Continually review, audit, and monitor products, performance, procedures for continuous improvement and prevention of non-conforming products.



Mark Tindley
Managing Director
04 December 2020