



Quality Policy

Investchem (Pty) Ltd manufactures a range of surfactant products widely used in the detergent and toiletry industries. It is the policy of Investchem to deliver products on time and offer timeous services that conform to customer requirements and maintain quality leadership in the markets we serve.

To achieve the high standard set for ourselves and our products and services we will develop our staff and improve their skills, provide a safe and fulfilling work environment, instilling an awareness of customer needs.

We have implemented and maintain an ISO 9001 Quality Management System.

To maintain this we commit ourselves to:

- Continually improve the effectiveness of the Quality Management System by considering the results of analysis, evaluation and the outputs from management reviews to determine if there are needs or opportunities that can be addressed.
- Comply with applicable requirements from that determined by customers and relevant statutory and regulatory requirements.
- Analyze the processes of the Quality Management System for effectiveness and setting objectives for improvement.
- Analyse risks to alleviate and improve the Quality Management System.
- Maintain & improve sustainable customer satisfaction.
- Review the policy and objectives annually for continuing suitability.

This quality policy will be communicated by means of induction & training to all employees. It will be displayed on notice boards for all employees and on the company reception as well as company website for relevant third parties.

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Reviewed: 21/02/2022	Rev: 7		B Du Rand	