



QUALITY POLICY

Formseal is committed to providing quality products that meet or exceed customer expectations; in terms of quality, reliability, and communicating openly and honestly including the price and delivery availability.

It should be noted that it is a strategic board decision that the company is not ISO certified. The true commercial value of attaining certification is reviewed annually.

Our business will be conducted according to the following principles:

We will:

- Comply with all applicable legislation and regulations and always conduct our business in an ethical and professional manner, meeting and satisfying all applicable requirements.
- Actively manage customer relationships for long-term success, by monitoring customer satisfaction and proactively addressing any issues, enabling direct feedback from customers.
- Commit to a culture of quality and continual improvement of our business processes and lessons learned through effective teamwork and strive to achieve, maintain and build on a level of quality that consistently meets and surpasses expectations.
- Analyse business performance and evaluate data, measuring the effectiveness of our processes and our commitment to continual improvement. In turn, we will also communicate internally the importance of quality and reliability and the subsequent impact on both client satisfaction and all products and services that we deliver. We will actively involve and communicate with our team the matter of any quality issues and engage with our team on resolving any type of customer related issues.

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