

QUALITY POLICY STATEMENT

Keeling & Walker Limited is committed to excellence in quality of product and service to customers.

To this end Keeling & Walker Limited operates a formal quality management system which meets in full the requirements of ISO 9001.

The company's objectives include retaining and building their tin oxide and mixed metal oxide markets for ceramic, glass and electronic applications, as well as developing specialist functional materials and performance chemicals for new and innovative markets through investment in research & development.

Continual improvement of the quality management system is driven by establishing and reviewing quality objectives through management review.

Information used to establish these objectives includes monitoring of customer satisfaction through customer feedback. Best practices will be used to analyse and improve effectiveness of processes. These quality objectives form part of the Company's business objectives.

Keeling & Walker Limited ensures, via the provision of information, instruction and training, that all employees are fully conversant with the quality policy and the company's commitment to quality.

This quality policy is an essential part of the business policy of Keeling & Walker Limited, therefore its continuing suitability within the business policy will be regularly reviewed.

The company also commits to complying with all statutory requirements as well as considering all internal and external factors that may affect the effectiveness of the quality management system.

Dr Dieter Guhl
Managing Director
KEELING & WALKER LIMITED

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