



Keeling & Walker

World Leader in Tin Oxide



Whieldon Road, Stoke-on-Trent, ST4 4JA, UK

Telephone: +44 (0) 1782 744136

Fax: +44 (0) 1782 744126

e.mail: sales@keelingwalker.co.uk

Website: www.keelingwalker.co.uk

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 market for ceramic pigments, glass and electrode production as well as developing specialist 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, 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 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.

Where a customer states a requirement beyond the scope of this policy, it is Company policy to ensure that the requirements of the customer are met.

The company also commits to complying with all statutory requirements.

Dr Dieter Guhl

Managing Director

KEELING & WALKER LIMITED

Ref: KW-QPS

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