



Tennants

Quality Policy

Tennants Fine Chemicals vision is to be the supplier of choice to customers globally who value service and quality, sustaining a 10% or greater return on sales.

Tennants Fine Chemicals is committed to meeting the needs and expectations of its customers, by delivering products of consistent quality, to agreed requirements and specifications.

To achieve this we will:

- Maintain and develop our BS EN ISO 9001- registered quality management system.
- Use a 4 pillar strategy that will focus on and set goals for each of these pillars:

Customer service & Quality

Monitor feedback from customers and use the information gathered as the basis of focused improvement planning.

Manufacturing Excellence

Continually focus on performance improvement, utilising cross-functional project teams and appropriate quality tools.

People

Train and develop our staff to perform their roles safely, effectively and efficiently.

Growth through Diversification

Increase our product range and reduce reliance on a few key products

- Set and communicate objectives that are based on the goals of the strategy.
- Monitor, review and publish performance levels against defined targets for agreed Key Performance Indicators.

Achieving these aims will help us to:

1. Provide high levels of customer service,
2. Be the lowest cost manufacturer it can be and operate with high levels of integrity
3. Have the right people and culture to give a competitive advantage

W. Gittins

Managing Director

Date: 20th March 2018