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### QUALITY IMPROVEMENT POLICY

Our Quality Improvement programme, which is in place to monitor and improve our company procedures has been introduced and is effective.

C K Safety Ltd has been awarded the ISO 9001:2008 since 2004

Detectamet Ltd has been awarded a dual ISO 9001: 2008 since 2010

### COMPANY POLICY

1. Detectamet Ltd / C K Safety Ltd is, first and foremost a team of people dedicated to giving a fast, reliable and accurate response to customers needs. Our priority is to give a first class service to our customers, which is managed by or (SAS) Sales and Support Team.
2. Our aim is to get it right, first time and every time.
3. Our markets include food processing, pharmaceutical, engineering, bottling and canning and other
4. Each member of the team is responsible for the quality of their own work, having the important details of their work checked by another competent person and similarly to check the important details of work passed onto them. All goods outwards are quality checked during assembly and packing.
5. Everyone is encouraged to leave an audit trail behind them to facilitate this process and in the more important areas this is mandatory.
6. We set, and are continually striving to improve our standards for materials, assembly, processing of enquiries, despatch and general customer liaisons. We work on the philosophy of Continuous Improvement.
7. Our mission statement is to aim to become the "Leaders in innovation and design of Metal Detectable Products."

### DOCUMENTATION

All orders and enquiries pass through a recognised system, which is documented at every stage.

All documents are controlled for quality and allocated a reference number. All documents are either pre printed or copied in house from a master.

A DOCUMENTATION PROCEDURES MANUAL covers the main areas of Sales and Accounts procedures currently in place.

MANUFACTURING PROCEDURES all raw materials used are identified with batch and lot numbers, as well as QC procedures undertaken.

We have a separate manual in house including procedures, covering quality control equipment and methods of checking and testing.

Manufacturing is carried out at various locations off site from the main premises.

**A PRODUCTION PROCEDURES MANUAL** covers the main areas of warehousing, assembly and packaging and despatch.

There should be implemented a full audit trail for all goods and raw materials used, as well as QC procedures undertaken.

We have a separate in house manual including procedures covering quality control equipment and methods of checking and testing assembled items.

We have introduced documentation for personnel handling and batch numbers for identification on the vast majority of products.

All items split from main batch quantities have batch / lot numbers / use by etc duplicated.

It is not possible on all products in the range to identify each individual item once removed from master packaging as with any product.

### STOCKS -COMPLAINTS PROCEDURES

We have in place a COMPLAINTS PROCEDURE MANUAL, which includes physical quarantining of stocks and requires a positive action to be taken and documented to rectify and prevent reoccurrence for ourselves and customers with regard to any complaints procedure.