

QUALITY POLICY STATEMENT

Capital Refractories Limited endeavours to be the industry leader by offering the best solutions in the market sectors in which it operates.

This is underpinned by our philosophy

- Emphasis on service and technical support
- Progressive development ideas including strong customer partnerships
- Continuous improvement

Our principal aim is to always supply to our customers first class quality and reliable products that conform to stated, agreed order specifications and any other underpinning relevant statutory or regulatory requirements.

The establishment of our QMS is therefore the foundation to establish a company culture committed to continual improvement.

Our QMS is based on the requirements of BS EN ISO 9001:2015 and the company is fully committed to fulfilling these and other relevant industry standards.

Our QMS provides a risk-based approach to thinking, managing opportunities and mitigation of risks, including the elimination of product / service quality defects or other potential quality issues at the earliest stage possible. This in turn improves the overall efficiency of the organisation and supports the established quality objectives and customer satisfaction.

We will demonstrate leadership and commitment through the implementation of the QMS including the formulation, monitoring and measurement of quality objectives.

We will establish, implement, and maintain a quality policy that includes a commitment to satisfy applicable requirements, as well as continual improvement of the quality system.

This policy will be communicated to all employees and when requested, stakeholders and or interested parties.

Signed on behalf of the board



James Newsome
Managing Director
Date: October 2022.