

NUCOLOUR LTD

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QUALITY MANAGEMENT POLICY

At NuColour Ltd, we uphold a steadfast commitment to delivering exceptional products and services that not only meet but often exceed our customers' expectations. Quality stands as a cornerstone of our operations, integral to achieving business success and client satisfaction.

Our commitment to quality is demonstrated through our adherence to the internationally recognised standard BS EN ISO 9001:2015. This framework guides our efforts to consistently meet client requirements, benefit from customer feedback, comply with legal and regulatory mandates, and drive continual improvement in our management system to maintain its effectiveness.

Every team member at NuColour Ltd bears responsibility for the quality of their work. We are dedicated to supporting our staff with comprehensive training and robust systems designed to uphold high standards of performance. Acknowledging that there are times we might not meet these standards, we are committed to addressing and resolving any customer complaints swiftly and effectively.

The pursuit of excellence in our service and product quality is fundamental to our long-term success and ongoing improvement. To this end, we pledge to:

1. Precisely understand and fulfil the needs and expectations of our customers.
2. Continuously enhance our products and services to boost customer satisfaction.
3. Provide training and development opportunities for our employees to equip them with the skills and knowledge necessary for their roles.
4. Incorporate the latest technologies and methodologies to ensure top-tier quality in our offerings.
5. Regularly monitor and review our operational processes to identify and implement improvements.
6. Adhere to all relevant legal, regulatory, and industry standards.
7. Communicate this quality policy across all levels of our company and ensure it is understood by employees, customers, and stakeholders.
8. Regularly assess our performance to ensure alignment with our quality objectives.
9. Evaluate the quality management systems of our suppliers to ensure consistent quality across our supply chain.

At NuColour Ltd, excellence is at the heart of everything we do. This quality policy is pivotal to our mission, and we are resolute in our efforts to satisfy our customers' needs and uphold the highest standards of quality.