



HIGH PERFORMANCE
TILING AND FLOORING PRODUCTS

Quality Policy Statement

ARDEX UK Limited's Quality Policy is based on the development, production and supply of high quality building products and associated services.

The Company is committed to meeting the requirements of its customers and achieving a high level of customer satisfaction at all times.

Innovation and quality characterise the ARDEX approach to ensure we are successful in the market place.

Therefore the Company will endeavour to:

- Ensure that we fully identify and conform to the requirements of our customers.
- Look at our service provision processes, identify potential for error and take the necessary actions to eliminate them.
- Ensure all personnel understand their role and execute it right first time.

Within this policy the company is committed to operating and maintaining up to date and appropriate documented processes and procedures covering all relevant business, development and production activities in accordance with BS EN ISO 9001:2008.

We are committed to operating and regularly reviewing the effectiveness of the integrated management system, whilst stipulating any necessary preventive and/or corrective measures.

The Quality Policy's requirements and objectives will be communicated and available to all staff. Training and personal development will form an integral part of the Company's strategy in achieving these objectives.

The requirements and objectives set out in this policy will be set, determined, maintained and monitored by management review.

ARDEX UK Limited will constantly review and improve on its products and services to ensure all operations are undertaken in the most cost effective and timely manner for the benefit of all our customers.

Peter Bell
Managing Director

INS/TSD/2018
OCTOBER 2010