



The **Lubricant** Company
Lubricants • Services • Solutions

QUALITY POLICY

It is the policy of The Lubricant Company Group of Companies (TLC) to provide its customers with a service that fulfils their specified requirements. The following principles are applied throughout the Group:

- 1) Full commitment of all personnel to improve Customer Service. It is our intention to improve the Customer Satisfaction level by inviting regular Customer feedback through various media.
- 2) Full commitment of all personnel to active involvement in making improvements.
- 3) Full commitment to reducing waste wherever possible, promoting Environmentally Friendly products and the re-cycling of old materials. Enhance customer choice by offering synthetic products to reduce energy consumption and reduce waste.
- 4) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

A Group wide Quality System is in operation which is designed to comply with the requirements of BS/EN/ISO 9001:2008 and there is high-level management commitment to continually improve the effectiveness of our Quality Management System.

The QMS system defines the commitments of the Group, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction. Quality objectives and the effectiveness of the quality policy are reviewed at each Management Review.

Signed: _____ *Andrew Samuel* _____ Managing Director

Date: 30/09/11 _____

For and on behalf of The Lubricant Company Limited

Signed: _____ *Gregg Collingham* _____ Divisional Manager

Date :30/09/11 _____

For and on behalf of The Lubricant Company (Midlands)