

Safety Health Environmental and Quality

Quality Policy Statement

Reference	Created by	Created date	Reviewed
AQMS 2	C Verrier	23/01/2015	Annually or when necessary
Revision no and date	Revised by	Previous Revision	Remarks

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Anderman Ceramics is a leading international distributor of technical ceramics. We have a broad customer base ranging from small to Global OEM's. Our supply partners are located all around the world.

Established in 1947 as Anderman & Company Ltd in England, the company was founded on the very highest levels of both product and service quality. The company now has successful operations in the United States of America (Anderman Ceramics Inc) France (Anderman Ceramiques) and China.

The e-commerce platform that a proportion of the business trades from is Earthwaterfire.com.

We strive to be the preferred supplier for our range of products and services and to be perceived by our customers as a company whose products, service and support consistently exceed those of our competitors.

The objective of the Company is to supply products that have the desired quality in accordance with customer requirements and specifications and to source solutions that will best suit their needs.

To achieve the above objective and satisfy the customer expectations, the management and staff of Anderman are committed to implementing and maintaining the Quality Management System based on ISO 9001.

We aim to continually improve the effectiveness of the Quality Management System by regular audit and review.

The successful operation of the system relies upon the cooperation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of our Company and the satisfaction of customers and staff

Our customers expect reliable and optimum cost products of an agreed quality, delivered on time.

We will continuously improve our products, services and processes, using clearly defined methodologies and an understanding of our Customer's requirements.

We are committed to improving our performance in every aspect of our business.

We strive to keep our customers informed of progress or potential issues.

In the event that one of our customers has a problem with our products or our actions, we will react immediately and decisively to resolve it.

Any Quality problems arising, we will aim to solve with speed, technical efficiency and economy. We shall focus our resources, both technical and human, towards the prevention of quality deficiencies to satisfy the organizational goal of "achieving right first time ... every time."

Employee training and development is a key requirement in maintaining the quality of the support we provide for our customers and this is regularly reviewed at management meetings and individual staff appraisals.

We are working to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values them and invests in them

John Verrier.

Managing Director.