

	<b>TETRONICS INTERNATIONAL QUALITY POLICY 2018</b>	Ref. QP/16/01 Issue; 2 Date; 25 <sup>th</sup> June 2018
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### 1. Quality Policy Statement

Tetronics International specialises in the design, development, manufacture and after sales support of high temperature DC Plasma processes for a variety of commercial and developmental applications.

The company is committed to customer satisfaction by supplying systems designed and built to agreed specifications conforming to the highest quality, safety and environmental regulations and standards.

The company operates a Quality Management System (QMS) compliant with BS EN ISO9001. Our QMS provides Tetronics a framework for establishing and reviewing objectives that fulfil our commitment to continual improvement of both our products and system effectiveness.

Compliance with this standard is maintained through internal and external (Certification Body) monitoring and measurement against our business objectives, taking into consideration throughout the relevant risks to our business, customers, regulators and interested parties. This information is reviewed through our Quality Committee and Management Review meetings.

### 2. Responsibility for Quality

The Management will ensure that all staff are familiar with this policy and its associated procedures through an ongoing process of training and awareness, such that personnel are competent to undertake their allocated responsibilities.

It is the responsibility of all Tetronics International personnel, through a mechanism of adherence and review to continually improve our business management systems.

It is the responsibility of Tetronics International management to formulate the necessary policies and objectives that ensure implementation through the Management Team and its various committees and meetings.

### 3. Non-Conformance Management

The identification, monitoring and control of Non-Conformances and Customer Complaints is considered as fundamental to the ongoing success of the business. The Company places a high priority on corrective and preventative actions to resolve issues, prevent recurrence and enhance the effectiveness of our products and business processes to improve customer satisfaction.

Signed; .....  .....

Date; 19<sup>th</sup> June 2018

Chief Executive Officer; **Graeme Rumbol**