

Quality Policy Statement

The Managing Member of Flex Duct Trading cc, together with their employees are committed to the manufacture of semi-flexible ducting, foil flexible ducting and corrugated stainless steel tubing that continually satisfies our customers' expectations by means of implementing an *ISO 9001:2015 Quality Management System*.

To attain this objective, Management shall ensure that the *Quality Management System* is documented, implemented, effective, understood, maintained and communicated to all the personnel throughout all levels of the organization.

In pursuit of this policy, Management shall ensure that products comply with relevant statutory, regulatory, international and national standards and are delivered on time to meet their intended purpose and performance criteria, at the right price and in conformance with the requirements, expectations and needs of our customers. Management shall ensure that continual improvement of performance is realized by using the latest available techniques within the industry.

Personnel have been assigned to ensure that the *Quality Management System* is adhered to and continuously improved by means of conducting annual Internal Audits and annual reviews of the *Quality Management System* to monitor its suitability, adequacy and effectiveness.

Customer satisfaction levels shall be monitored to identify areas that exist where improvement can be made and this shall be done promptly and effectively to ensure continual improvement takes place.

Measurable *Quality* objectives shall be established at all relevant functions and levels of the organization and shall be reviewed to ensure that quality is achieved.

This *Policy Statement* shall provide a framework for establishing and reviewing quality objectives.



Raymond Doyle

Managing Member