



Concept Paints Quality Policy

Concept Paints believes that a key element of its success in its chosen marketplace is the satisfaction of its customers with the quality of its products.

To this end, we have implemented this Quality Policy and communicated it to all employees. It is also available to any and all interested third parties – customers, stakeholders and authorities.

In its daily activities, Concept Paints strives to;

- ✓ Set quality objectives that are specific, measurable, attainable, relevant and timely
- ✓ Identify and comply with all applicable legislative and regulatory requirements.
- ✓ Meet and, preferably exceed, all the expectations of our customers be they internal or external customers.
- ✓ Comply with all the requirements of the international standard for Quality Management Systems ISO 9001.
- ✓ Submit to regular external scrutiny and auditing of our quality management systems by appropriately skilled, experienced and authorised third parties.
- ✓ Use risk-based thinking as a means of achieving and continuously improving on an effective quality management system.
- ✓ Identify likely risks to the business and use a Plan-Do-Check-Act cycle to minimise those risks.
- ✓ Actively seek feedback from users of our products as to how successful we were in meeting their needs and inviting their suggestions for how we could further improve our service.

In pursuing these policy goals, Concept Paints will regularly communicate to our employees our progress and our success stories and actively seek input from all sources as to how we can continue to improve our performance.