

QUALITY POLICY

Quality excellence is the foundation for the management of SIP's business and a keystone of its goal of customer satisfaction.

The Quality Management System is the basis for establishing and reviewing product realisation from raw material assessment, product development, blending and manufacture, storage and then to the final delivery to the customers. The system also will ensure that the supply chain management, from order processing to final delivery, is tailored to each customer's requirements.

From this commitment, SIP will

- use its expertise and industry understanding to develop and provide products to help customers meet their market needs.
- produce high quality fluids to be delivered how and when wanted, to the quality and quantity required.
- invest in resources, training and risk management to ensure that service to customers is reliable, consistent & responsive to needs.
- operate to the highest standards of processing, health, safety, environmental protection and business ethics.
- Ensure that Continual Improvement initiatives are encouraged, to improve internal effectiveness and customer satisfaction.

Quality activities, within SIP, ensure that all stakeholders are treated with honesty and respect and that value is created for them, through the provision of a combination of high product quality, technical expertise and flexible manufacturing and logistics.



**Steve Spencer, Managing Director
2015**

To see how we can help your business
call **+44 (0)20 7717 0100** or visit **www.sip.com**

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