

Quality Policy for Michem Cleaning Supplies

Mission Statement:

At Michem Cleaning Supplies, our mission is to provide products and services that fully meet our customers' needs in terms of quality, price, delivery time, and support.

Vision:

To be a leader in the cleaning supplies industry by consistently delivering products that meet and exceed customer expectations through a commitment to quality, innovation, and continuous improvement.

Core Values:

Customer Focus: We are dedicated to understanding and meeting the needs of our customers, ensuring their satisfaction and loyalty.

Quality: We strive for excellence in everything we do, maintaining the highest standards in our products and services.

Integrity: We conduct our business with honesty, transparency, and respect for all stakeholders.

Innovation: We encourage creativity and embrace new ideas to continuously improve our products and processes.

Quality Objectives:

Customer Satisfaction: Achieve a customer satisfaction rating of 95% or higher by consistently meeting or exceeding customer expectations.

Product Quality: Ensure that 100% of our products meet or exceed industry standards and regulatory requirements.

Continuous Improvement: Maintain a continuous improvement program that identifies and addresses areas for enhancement in our products, processes, and services.

Employee Training: Provide on the job training for employees to enhance their skills and knowledge, ensuring high performance and job satisfaction.

Supplier Management: Maintain strong relationships with suppliers to ensure the consistent quality of raw materials, floor care equipment, brushware and other cleaning accessories.

Commitment to Quality:

Michem Cleaning Supplies is committed to achieving and maintaining the highest standards of quality through the following actions:

Quality Management System: Maintain a robust Quality Management System (QMS) based on ISO 9001 standards to ensure consistent quality and continuous improvement.

Quality Assurance: Conduct annual internal audits and regular inspections to verify compliance with quality standards and identify areas for improvement.

Customer Feedback: Actively seek and analyse customer feedback to understand their needs and expectations, using this information to drive improvements.

Process Control: Implement rigorous process controls, work instructions and operating procedures to ensure consistency and reliability in our manufacturing processes.

Corrective Actions: Promptly address any quality issues or non-conformities through effective corrective and preventive actions to prevent recurrence.

Performance Metrics: Monitor and analyse key performance indicators (KPIs) related to quality, using data to drive informed decision-making and improvement initiatives.

Responsibilities:

Management: The management team is responsible for maintaining, and continuously improving the Quality Management System, providing the necessary resources, and fostering a culture of quality throughout the organization.

Employees: Every employee is responsible for understanding and adhering to the quality policy, contributing to the achievement of quality objectives, and actively participating in improvement initiatives.

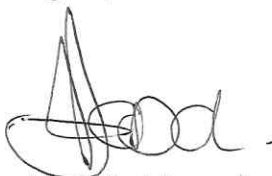
Suppliers: We expect our suppliers to share our commitment to quality, adhering to agreed-upon standards and requirements, and collaborating with us to ensure the quality of raw materials and components.

Review and Communication:

The quality policy will be reviewed annually to ensure its continued relevance and effectiveness. It will be communicated to all employees, suppliers, and other stakeholders through internal and external communications.

By adhering to this quality policy, Michem Cleaning Supplies commits to delivering products that consistently meet the highest standards of quality, ensuring the satisfaction and trust of our customers.

Signed,



Michelle Schnepel

CEO Michem Cleaning Supplies