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Chapter: Quality Management System


Subject: Documentation Requirements – Quality Manual

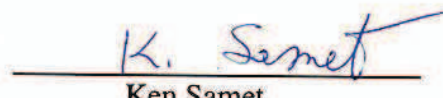
7. Quality Policy

It is the goal of Shalon Chemical Industries to develop, manufacture and supply superior quality products by consistently implementing the Quality Policy below:

- 7.1 Total commitment to continual improvement in all the company's activities, including occupational safety and health.
- 7.2 Develop, produce and supply products and services that fully and consistently comply with applicable regulatory & statutory requirements, and with all customer requirements and specifications, as well as standards set by certifying agencies (such as NIOSH, SEI & Israeli Standards Institute), providing an optimal response to the needs and expectations of the customers.
- 7.3 Enhance and improve the company's products by upgrading production processes and manufacturing and testing equipment.
- 7.4 Develop new products and provide support to all customers, by improving existing products and implementing innovative, quality designs.
- 7.5 Maintain and strengthen close ties with both the company's customers and its vendors to ensure top quality, lower costs, and compliance with delivery schedules.
- 7.6 Commitment to total customer satisfaction.
- 7.7 Commitment to excellence at all company levels through training & education programs, availability of resources, proper & supportive work environment, appropriate infrastructure and setting objectives/challenges to be met.
- 7.8 Comply with all regulatory & statutory occupational health and safety requirements.
- 7.9 Prevent worker injury by implementing hazard identification & risk assessment controls in which the workers & managers are actively involved.

Approved by:


Michael Barel
CEO/General Manager


Ken Samet
Quality Assurance
Manager

Supersedes Quality Manual Rev. C

July 2009