QUALITY POLICY

Crystalite Design strives to conduct its business with a total commitment to its Customers and their requirements. We define quality as conformance to our external and internal Customer's needs and conformance to all quality requirements.

Crystalite Design will achieve a sustained and profitable growth by providing services which consistently satisfy the requirements and expectations of our Customers. We will maintain their full confidence in Crystalite Design as a top manufacturer and provider of Thermoplastics, Glass Beads and Roadmarking Products for the use in pavement marking.

We will maintain an effective Quality Management System compliant to the ISO 9001:2015 standard.

Top Management is committed to ensuring compliance with the requirements as set out in the AS ISO/IEC 17025-2005. All tests and/or calibrations shall always be carried out in accordance with stated methods and customers' requirements.

Achievement of this policy involves all employees, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Crystalite Design shall communicate this Quality Policy, which is regularly reviewed for its suitability, and objectives throughout the company so that all employees can understand and fulfil the commitments made in it.

We will achieve this by:

- All existing and new staff are familiar with the quality documentation and implement the policies and procedures in their work
- Continuously improve product quality and process efficiency
- Continuously improve the effectiveness of the management system
- Providing opportunities for product quality feedback to both our customers and staff members
- Ensuring competitive pricing without sacrificing quality
- Diversify the product range to adapt to our customers' needs
- Continually reviewing our Quality Management System to identify opportunities for improvement

Scott Walker
Managing Director

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