



Quality & Environmental Manual

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Quality Policy

Version: 02

Ref: QEM-08

AmegA Sciences Plc. is committed to maintaining, developing and continually improving a customer orientated business offering high levels of customer satisfaction to meet the requirements of BS EN ISO 9001: 2008.

We will encourage all employees to reach their full productive and creative potential, and to understand the importance of their role in satisfying customer needs.

We will improve the effectiveness of the Quality Management System by:

- Improve company and staff knowledge both technically and legislatively by formal professional training and refresher training of all staff.
- Maintain a higher level of First Time Pass Rate data and increase the FTP rate of manufactured products by 2% relatively for the November 2011 – October 2012 period compared to the 2010 – 2011 period for each group and subgroup:

Criteria	So far in 2011	Target for 2011 - 2012
<b>Total</b>	86.67 %	88.40%
≥ 400 L batch	88.31 %	90.08%
< 400 L batch	79.42 %	81.01%
<b>Agricultural / Amenity</b>	87.71 %	89.46%
≥ 400 L batch	89.43 %	91.22%
< 400 L batch	79.07 %	80.65%
<b>Industrial</b>	84.98 %	86.68%
≥ 400 L batch	86.71 %	88.44%
< 400 L batch	79.72 %	81.31%

- Improve stock level control by recording laboratory raw material consumption.
- Improve customer satisfaction by 5%

The successful implementation of these objectives will be reviewed at the next Management Review Meeting.

Authorised By:

Neil Baldwin, Managing Director

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