

2 **Keit Quality Policy**

Keit's Fourier Transform Infrared (FTIR) spectrometer products and systems are used globally in applications, which demand the highest standards of performance and reliability. Our business success is determined by achieving customer satisfaction through the quality of our products and services. It is the company's policy to provide competitive products and services driven by customer requirements and which fully conform to applicable statutory and regulatory requirements.

Our overall quality objective is to exceed customer needs and expectations wherever possible and to continually improve customer satisfaction by operating efficient and effective quality systems and ensuring compliance of Ex equipment with the certified design. This is achieved through understanding current and future customer needs and expectations, regulatory requirements and through structured planning for the future organisation and managing change.

Objectives and performance indicators have been defined and are monitored to ensure the effective delivery of these corporate services and support activities.

To guarantee high levels of performance, quality and customer satisfaction and to ensure that year-on-year improvements are maintained, Keit Ltd operates a business quality management system that meets the requirements of ISO 9001:2015 and IEC 80079-34.

To meet and maintain appropriate standards of quality and performance, Keit Ltd is committed to:

- Delivering high quality and safety in every aspect of our business.
- Meeting or exceeding our customers' expectations.
- Attracting, retaining and developing our people.
- Continually improving our quality management system through monitoring, measurement of processes, service delivery and customer feedback.
- Setting measurable quality objectives and continually reviewing these for effectiveness.
- Communicating the Keit quality policy and quality objectives to its staff.

Achieving these standards is the responsibility of the entire team at Keit Ltd and our management team is fully committed to the implementation of this policy statement.

Dan Wood Digitally signed by Dan Wood
Date: 2017.06.07 11:45:16
+01'00'

Signed:

CEO

A signed copy of this policy has been extracted for display at head office and is also available via the Keit website: www.keit.co.uk.