

## Quality Policy Statement

The core activity of Midland Oil Refinery Limited (MOR) is the reconditioning of used, and formulate of new industrial lubricants. The scope of our activities also includes the development of cutting edge water extendable products for machining and other applications. We also factor other lubricant associated products to complement our range and provide a complete service for our customers.

MOR is committed to providing defect free products to its customers at a cost that represents value for money and delivered in accordance with the service level agreed at the time the order is place.

The processes and procedures of MOR will comply with the requirements of ISO9001:2015 Quality Management System.

Top Management will:

- Ensure the Quality Policy (QP) is appropriate to the purpose and context of the organisation and supports its strategic direction.
- Enhance customer satisfaction by understanding and responding to their needs and expectations in a positive manner.
- Comply with all statutory, regulatory and quality standards required to operate our facilities and meet Internationally/Nationally recognised quality specifications and/or those required by our customers.
- Demonstrate commitment to achieve and improve performance through its Quality Management System (QMS).
- Establish Quality Objectives that will be reviewed via data collated from reports and internal audits as a means of monitoring and measuring the processes and the objectives of the QMS.
- Provide sufficient resources to ensure that the QMS operates effectively
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements

### Responsibility

The Directors have overall and final responsibility for the QP with top management authorised to coordination, implement and monitor the policy throughout the organisation.

Copies of the QP are made available to all members of staff, are displayed on company notice boards and made publically available to other interested parties via the internet. Copies of the minutes of Management reviews or extracts thereof are provided to individual members of staff according to their roles and responsibilities as a means of communicating the effectiveness of the QMS.

This Quality Policy is reviewed annually to ensure its continuing suitability.

Signed:



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**Paul Furness - Director**

Date: 27<sup>th</sup> March 2018