

Our Quality Policy



We are a customer-centric organisation and are committed to satisfying our customers through the products and services we provide. To support this policy, our Executive Committee will:



Collaborate with our customers

Work with our customers to deliver innovative solutions for their big challenges.

Continuously improve our products and services by 'thinking like our customers', creating added value.

Achieve the highest levels of customer satisfaction, such that we can delight our customers.



Build in Quality in our organisation

Make our processes and systems robust enough such that we do not pass on defects.

Through our business excellence approach, aim to build in quality for everything we do.

Deliver our vision through the combined effort, commitment and focus of our people.



Sustain Quality in the circular value chain

Introduce quality at the innovative solutions stage, and advocate for it all the way to end use and beyond.

Sustain quality through working with our customers and ecosystem of partners.

Consider the life cycle of our products and services from first introduction and during process changes.

Our Executive Committee will ensure this policy supports the strategic direction of the organisation and provides the framework for setting our quality objectives. Our commitment will ensure we:

- Meet our customer requirements and comply with the applicable legal requirements
- Communicate and apply our Quality Policy throughout the organisation
- Continuously improve our quality management system

We are all personally accountable for reading, understanding and following this policy

Siobhán Duffy
Chief Executive Officer