

Shannon Tea Factory, Hatton Plantations (PLC)

Quality Management System

QUALITY POLICY

Shannon Tea Factory, Hatton Plantations (PLC) is striving to exceed customer requirements ahead of all competition while maintaining competitiveness with respect to quality, cost and delivery of our products to the customers.

This shall be achieved by:

- ✓ Quality Management System which complies with the requirements of ISO 9001:2015 International standards, legal requirements and other requirements mutually agreed with customers.
- ✓ Quality Improvements programs objectives which emphasize continual improvements.
- ✓ Monitoring of process controls effectiveness through process performance measures.
- ✓ Competent, dedicated and proactive team work and all functions are aware of their responsibilities for Quality and are appropriately trained, motivated and involved.
- ✓ Conforms with both statutory and regulatory requirements.
- ✓ Maintaining effective internal and external communications

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Date

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Factory Manager

Policy is communicated, understood and applied within Shannon Tea Factory, Hatton Plantations (PLC) and available to relevant interested parties, as appropriate.