



# Quality Policy

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At Soapworks, through maintaining and developing our Quality Management System, we strive to not only meet the expectations of our customers, but to exceed them.

## LEADERSHIP

The top management at Soapworks shall demonstrate leadership and commitment to the quality management system by supporting its development, operation and review, promoting improvement and engaging at all levels within the business to ensure both the customer and business needs are met.

## QUALITY POLICY

Soapworks maintains a Quality Policy to define key aspects of the Quality Management System in line with the requirements of Good Manufacturing Practice and associated standards.

## QUALITY CONTROL

Soapworks will resource, support and maintain inspection staff within a Quality Control department within its Operations whose function will be to inspect, document and action quality issues on incoming raw materials and components and in-process and finished product to determine they meet our and our customers quality standards.

## QUALITY OBJECTIVES

Quality objectives are set annually. These objectives will be set for functional areas within Soapworks Ltd: They will be appropriate for the area and measurable. Quality objectives are established through review of operational performance and audits as well as to prevent or reduce recognised undesired effects. Each objective shall also state the person responsible for action and timescale for completion. It is through the setting of annual objectives that Soapworks commits to continual improvement in its operations and systems.

## PRODUCT DEVELOPMENT

Soapworks primary business is the manufacture and packaging of soap tablets, the filling of aromatic oils and preparation and packaging of other cosmetic products. The design and development processes are controlled through customer focus and the development and collation of technical specifications, risk assessments and formulations.

## INTERNAL AUDITS

Soapworks will undertake internal audits of the quality management system to a defined schedule through the investigation of process and documented procedures. Any corrective action instigated as a result of an audit will be reported at the annual Management Review.

## PRODUCT IDENTIFICATION

All goods, irrespective of source, status or end use will be identified in such a way as to be traceable in light of any quality issue in order to highlight disposition and permit segregation.

## MANUFACTURING ENVIRONMENT

The manufacturing environment will be controlled through the use of pest control devices and control of personal and environmental hygiene. Glass and metal control systems will also be utilised to reduce the possibility of contamination where required. Soapworks shall ensure all safety and legal requirements are met in the manufacture of its products.

## CALIBRATION

Critical measuring equipment will be calibrated to ensure product integrity and contents control.

## CORRECTIVE ACTION

Corrective action is undertaken in the event of nonconformities being raised within the quality management system; these are, but not limited to, customer complaints and external or internal audits. Customer complaints will be dealt with promptly with details of any investigation and any pertinent action being reported back to the customer and to the business. In the event of a product recall or customer rejection of stock, procedures are in place to control the return of goods and detail the corrective action to reduce the possibility of recurrence.

## MANAGEMENT REVIEW

Soapworks will review its quality performance through regular meetings. The agenda will be set and minutes taken. Annually Soapworks will also hold a review to discuss all aspects of the quality of its products, the quality system, its performance and to review objectives and targets.