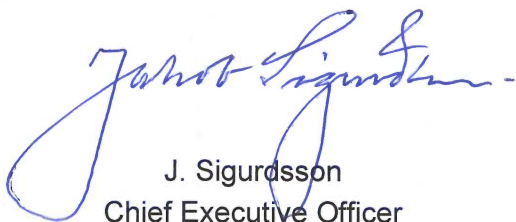


Victrex Manufacturing Ltd

Quality Policy

Victrex has a strategy of product leadership and market led innovation. Successful delivery of this strategy requires a deep understanding of our customers and their markets. This in turn requires the development and provision of high quality products and services. To allow Victrex to deliver on this strategy, we will:


- identify and meet the changing needs of our customers, including their quality requirements, by developing and offering leading edge products and services
- use design tools and rigorous governance processes throughout our new product introduction processes
- identify and comply with all relevant regulatory requirements
- continuously improve customer service and product quality to meet customer expectations
- respond to customer complaints in a manner which makes the customer feel valued and drives continuous improvement in our own processes
- provide appropriate technical service to customers, ensuring they can gain optimum performance and value from their use of Victrex products
- ensure that every Victrex employee is responsible for, and engaged in, improving the quality of our products and processes



J. Sigurdsson
Chief Executive Officer



T. Cooper
Executive Director



P. Lee
Continuous Improvement
and Quality Director

July 2018