

Quality Policy

Dixie Dye & Chemical believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of. We are committed each day to achieve a world class standard of quality.

Dixie Dye & Chemical also commits not only to meet the requirements of our customers, but learn from customers feedback, as well as legal and regulatory requirements. Also, to continually develop our system and help to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavor to produce work and offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards. With any customer complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

Our policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventative practices at all levels and ensure reliable risk management
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback

Through the use of these guiding principles, everyone at Dixie Dye & Chemical is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. This policy is available to relevant interested parties, upon reasonable request.