

Process Document

MISSION VALUES AND QUALITY POLICY

Mission

Silvergate Plastics provide colour and additive masterbatch solutions that enable our customers to enhance their product offerings to the markets that they serve.

Vision & Values

Working together to grow Silvergate – aspiring to be a £12 million turnover business, delivering sustainable profit and becoming the number one choice for the markets that we serve.

Quality Policy

- To supply customers with safe and legal products and service that enables them to fulfil their needs
- To comply fully with any applicable standards, legislation, and regulations
- Implement, operate, and improve effective quality management systems
- Continually seek opportunities to improve products, services, and profitability

Quality Objectives

Our aim is to continually improve in all aspects of business performance. To achieve this, we have established the following goals and key performance indicators. By monitoring these, we can identify and prioritise areas for improvement.

Goals	Key Performance Indicators
To continuously meet or exceed customer expectations	On Time In Full – Production On Time In Full – Laboratory (Samples & Colour Matches) Sales Volume
To increase profitability by sustained growth, controlling costs and maximising efficiency	Cash Availability Headroom
To maintain a highly developed and motivated team	Amount of Training Staff Turnover
To eliminate the causes of non-conformance	Rework % No of Justified Complaints vs Sales Orders Raised

The Quality Policy and Mission Values are reviewed annually and are available to relevant interested parties on request.



Sandy Bergeson, Managing Director