

QUALITY ASSURANCE

Vita-Chem SA (Pty) Ltd. is committed to a Quality Assurance process that regularly reviews and evaluates the company's operating procedures & processes for the purpose of continuously improving product quality, customer service and product costs. These reviews and revisions ensure a best practice standard throughout the organization.

Vita-Chem SA (Pty) Ltd. only sources material from suppliers that are reputable in their own countries. The minimum standards for negotiating a business relationship with a new supplier include international certificates of compliance to best manufacturing practice, e.g., ISO 9001, and proof of accreditation by local authorities that the manufacturer adheres to minimum standards of best practice.

Customer satisfaction is central to what Vita-Chem does as a distribution company. The company sets out to ensure that customer expectations are met with every order. To this end, customer orders are thoroughly documented to ensure that customer requirements are clearly communicated throughout the organization. Furthermore, customer satisfaction is regularly monitored to ensure that both quality and service exceed expectations.

Rejection and customer complaints are reviewed by the company on a regular basis to ensure that best practices are maintained or improved.

All employees are educated as to the importance of product quality and the assurance of customer satisfaction within the organization.

Quality Assurance in Vita-Chem SA is a multi-dimensional task and includes the following:

1. Purchasing from qualified and known suppliers.
 2. Procurement system with in-built quality control measures.
 3. Reduction of distribution tiers in the supply chain.
 4. A transparent logistics chain with automated inventory system and clearly defined procedures limiting the number of people who are physically handling material.
 5. Market surveillance and a mechanism to report quality issues and, where necessary, recall products that do not meet quality standards.
 6. Audits conducted at manufacturing facilities, warehouses and shipping equipment.
-