



## COMPANY QUALITY POLICY

IPS Ceramics is a supplier of ceramic products into industrial settings.

We have a long history of designing and manufacturing cordierite kiln furniture for the global ceramics industry and other industrial heat treatment applications dating back to the 1930's. Established in its present form in 2009, the company evolved from the merger of several leading manufacturers of high temperature ceramics, all bringing a vast amount of expertise. Recent years have seen the company expand its 'offer' to include silicon carbide, alumina and other technical ceramics.

We serve a global market, providing ceramic solutions to industrial problems. Our key aims are: -

- to become the most trusted worldwide supplier in our field by working in partnership with our customers & suppliers
- to provide high standards of customer service and product quality so that the needs of our customers are consistently met or exceeded
- to grow the business in a sustainable manner, with emphasis on increasing our turnover in technical ceramics (to create a more robust business model)
- to work in a manner that is environmentally sustainable, minimising the use of resources and energy.
- to maintain a profitable business, for the long-term mutual benefit of our employees, customers, suppliers, and all other stakeholders.

The Directors of IPS Ceramics are committed to delivering a high standard of service and quality products to all customers. The Directors recognise their overall responsibility for managing quality within the organisation and have established a Quality Management System that meets the requirements of BS EN ISO 9001: 2015. We expect every employee to comply fully with the requirements of the Quality Management System and to help support this Policy.

### Our key quality objectives



Statement approved December 2022: -

**Sukhjinder Singh**  
Managing Director

**Ian Wright**  
Operations Director

**Phil Green**  
Sales Director

**Rob Brennan**  
Commercial Director