



Quality Policy

Purpose

We are a UK-based business supplying 3D-printing materials. This policy sets out how we assure product and service quality, manage quality risks, and continually improve in a proportionate, practical way.

Scope

Applies to all activities under our control and influence, including product specification and information, supplier and production partners, logistics/3PL warehousing, order processing and fulfilment, customer service, marketing communications, and visits to customer or supplier sites.

Our Policy Statement

We will:

- Comply with applicable legal and regulatory requirements and relevant guidance in the UK and EU.
- Put customers first by delivering products and services that meet agreed specifications and are fit for purpose.
- Maintain proportionate, documented processes and controls across our value chain to prevent defects and errors.
- Ensure competence through suitable training, information and supervision; and set clear responsibilities for quality at every level.
- Work with suppliers and partners who meet our quality expectations and monitor performance to drive improvement.
- Use data and customer feedback to identify issues early, address root causes and prevent recurrence.
- Continuously improve via measurable quality objectives reviewed at least annually.

Governance & Accountability

- Overall accountability rests with our Managing Director.
- A designated Quality Lead coordinates the quality management approach and reporting.
- Managers implement this policy in their areas (process controls, checks, corrective actions).
- All colleagues are responsible for the quality of their work and for promptly reporting concerns, errors, or nonconformities.

Planning & Risk-Based Thinking

- Maintain proportionate, documented risk assessments and controls for key processes (e.g., specification management, order processing, storage/handling, dispatch).
- Set clear, achievable quality objectives and review progress quarterly.
- Control changes to products, suppliers or processes to protect quality and continuity

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Product & Service Realisation

- Keep product specifications and customer requirements clear and current; confirm any critical requirements in writing.
- Ensure correct labelling, storage and handling to protect product condition and traceability where appropriate.
- Check order accuracy and packaging quality before dispatch to minimise damages and mispicks.
- Handle nonconforming product or service issues promptly (quarantine/hold, replace/refund/rectify) and record outcomes.

Suppliers & Partners

- Select and retain suppliers and partners based on capability to meet quality, legal and delivery requirements.
- Communicate expectations (e.g., specifications, packaging/handling standards) and monitor performance (on-time delivery, quality issues).
- Escalate and resolve issues collaboratively, using corrective actions where needed, and review periodically.

Customer Focus & Complaints

- Provide clear, plain-English information and realistic lead times; confirm orders and manage changes proactively.
- Acknowledge and investigate complaints quickly; perform root-cause analysis and implement corrective actions.
- Share learning from complaints and returns to prevent recurrence and improve customer experience.

Documents, Data & Records

- Maintain concise, current procedures/work instructions for key activities and make them accessible to relevant colleagues.
- Keep proportionate records (e.g., specifications, POs, batch/lot details where applicable, checks/inspections, training, complaints and corrective actions).
- Retain records for an appropriate period and protect personal or confidential information.

Training & Competence

- Provide induction and role-specific training; refresh at sensible intervals or when processes change.
- Record training and competence and ensure people are authorised for tasks that affect quality.



Measuring, Monitoring & Improvement

- Track simple indicators such as on-time-in-full (OTIF), pick/pack accuracy, complaint rate, returns rate, supplier performance, and product information accuracy.
- Review performance at least quarterly, close actions promptly, and recognise good performance.
- Use corrective and preventive action (CAPA) to address root causes and drive continuous improvement.

Communication

- This policy is published internally and externally.
- We will communicate relevant changes and quality information in plain English.

Raising Concerns

Colleagues, customers and partners are encouraged to report quality concerns or potential nonconformities to the Quality Lead or their usual contact. Issues will be reviewed and addressed promptly, without detriment to the person raising them.

Version & Approval

This declaration has been created electronically and is valid without signature until a revised version is published. For further details, please contact Filamentive at the address above.

Version: 1.0

Effective date: 10 September 2025