QUALITY POLICY

At Mudex, we understand that customers' satisfaction with the quality and reliability of our products and services drives our success.

We strive to run all processes proficiently to ensure that products and services are of a high standard. Our team is committed to the principles of doing the job right the first time, every time.

Mudex is in a strong position to provide fast, flexible, customised and competitive product solutions for customers through our partnership with the Drill Chem manufacturing plant. Drill Chem is the primary Mudex toll blend formulator and manufacturer. The staff hold vast chemical knowledge and experience in their field. With a proven track record and relationship over the last 10 years, we have introduced some of the most innovative and successful products to market.

The onsite lab and testing facilities ensure that we have control over formulating, testing, and the overall quality of our products.

Mudex holds a comprehensive QMS that is driven by Drill Chem's commitment and steps:

- Sample retention for all purchased Raw Material is kept for 2 years.
- Purchased products are tested and compared to the manufacturers' specifications to ensure they meet Mudex specifications.
- Retention samples for each manufactured product batch are kept for 2 years.
- All manufactured products are tested to ensure they meet Mudex specifications.
- All raw materials are sourced from reputable companies.
- Local products are preferred over imported materials.

Our customers expect products that are easy to use and consistently reliable. At Mudex, quality is essential in our products, services, workplace, and people.

Dave Williams
Managing Director