

30 November, 2015

## Our quality control programme



*Conducting quality assurance testing at Dolphin Bay*

Dolphin Bay is one of the largest manufacturers of wood preservative chemicals in Africa, and we go to great lengths to ensure that our products are of the highest possible quality before distributing them to clients.

"We look at quality systematically, starting with procuring raw materials only from reputable companies that provide us with a certificate of analysis for each batch we buy, and that consistently provide materials of a high quality," says Bertus.

Our criteria for raw materials is that they must comply with the relevant South African National Standards (SANS) and the standards set by the internationally respected American Wood Protection Association.

Before taking on a new supplier, we test samples of their raw materials in our laboratories to ensure they comply with these standards. We also test samples from our established buyers randomly over time, to ensure a consistently high quality. There are a few contaminants we cannot check for ourselves, and we send samples off to third-party laboratories for these tests.

After manufacturing our products, we test the pH, density and quantity of particulate matter of samples from each tank of preservative chemical. In addition to this testing of physical properties, the quantitative chemical composition of the active ingredients is determined.

Before distribution, our chemicals are all weighed on scales that are regularly calibrated according to the relevant South African National Standards. When you receive our chemicals such as Permacure CCA, you will notice that each batch comes with a weigh-slip confirming the weight. This is because the weight-to-volume ratio of the chemical reveals its quality.

We also test our products' efficacy by treating timber samples from time to time on our own pilot treatment plant.

Finally, we issue a certificate of analysis for each batch we distribute. This certificate states that the product has been checked for quality and complies with SABS/SANS specifications.

We are regularly audited by the Departments Agriculture, Forestry and Fisheries, Health, and Environmental Affairs to ensure that we comply with their stringent regulations. To ensure that our standards remain high, we also have our manufacturing and testing processes

audited twice annually by Auditing Services, an independent certification company that is accredited by the South African National Accreditation Systems.

"These audits are all part of ensuring that we practice good stewardship of our raw materials and processes," says Bertus. "Ensuring quality is an ongoing process, and while we are very confident of the high standards of our chemicals, we are constantly looking at ways of improving further.

"Of course, we would be delighted to help any client who needs assistance in their own journey to improve standards - which, ultimately, is a journey we are all making together as an industry."

**Source: Dolphin Bay Chemicals**