

4.0 QUALITY SYSTEM REQUIREMENTS (4.0)

4.1 MANAGEMENT RESPONSIBILITY

4.1.1 Quality Policy (5.1)

It is the policy of Absolute Calibration Limited to provide a service that satisfies the customer's requirements, by using recognised documented professional practices ensuring the quality of service given. To achieve this policy, the Company shall:

- i. Ensure that all work conducted is performed by suitably trained personnel internal to the Company, who have access to, understand, and are able to implement the Company quality policies, or organisations for sub-contract activities who satisfy these objectives.
- ii. Ensure that all calibration and repair activities performed by the Company are fully controlled by relevant process instruction or manufacturers' specification.
- iii. Ensure all equipment used to perform calibration and repair activity is itself fully calibrated to a standard that is higher than that required for the equipment that has been submitted for calibration or repair. The aim is a superiority of 4:1.
- iv. Ensure all subcontract activity and spares purchased are procured against a controlled specification.
- v. Control the processing of customers' equipment, by the use of "Job Cards", which will detail the work performed or required.
- vi. Any items returned within three months of calibration shall be formally recorded as a "Customer Return" and shall be officially recorded, investigated and reported.
- vii. All documentation controlling the calibration and repair of customer equipment shall be formally issued and controlled. Any changes to controlled documentation shall only be effected by means of a duly authorised change note.
- viii. Periodically the functions of the Company affecting the quality of the work performed shall be subject to Internal Audit, to ensure compliance with Company procedures and relevant national and international standards.
- ix. The Quality Director has delegated authority from the Managing Director to take all actions required to ensure the quality and integrity of the service provided by the Company. The Head of Laboratory shall be responsible for ensuring the integrity of UKAS procedural operations.
- x. The management shall regularly review the continued relevance and effectiveness of the Quality System with regard to the current aims, quality objectives and strategies followed by the Company.
- xi. The Company is committed to compliance with **BS EN ISO9001:2008, BS EN ISO 17025:2005** and to meet UKAS requirements.
- xii. The Company shall continually strive to reduce defect levels and shall measure its progress by employing relevant analytical techniques that have been identified as beneficial.

4.1.2 Reference

- i. BS EN ISO9001:2008
- ii. BS EN ISO 17025:2005

Signed

Managing Director