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Quality Policy

From Q Manual ACM-001 - Issue 40

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

Ensure compliance with **BS EN ISO9001** for the QMS, **BS EN ISO14001** for environmental requirements and **BS EN ISO 17025** and to meet UKAS requirements.

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 objectives, or organisations for sub-contract activities who satisfy these objectives.

Ensure that the activities performed by all personnel are done so in an environment promoting and ensuring impartiality and customer confidentiality (see policies COM007 & COM008).

Control the processing of customers' equipment, by the use of "Job Cards", which will detail the work performed or any special work required.

Ensure that all calibration and repair activities performed by the Company are fully controlled by relevant process instruction or manufacturers' specification.

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.

Ensure all sub-contract activity and spares purchased are procured against a controlled specification, purchase order or contract.

Ensure any items returned within three months of calibration are formally recorded as a "Customer Return" and investigated and reported.

All documentation controlling the processing 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 process.

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, the national and international standards detailed above and customer requirements.

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.

The management shall regularly review the continued relevance and effectiveness of the QMS with regard to the Company's current aims, quality objectives and strategic Direction.

The Company shall continually strive to reduce nonconformity and shall measure its processes and progress by management review meetings, internal Audits and relevant analytical techniques that have been identified as beneficial.



Managing Director