



# Quality Policy

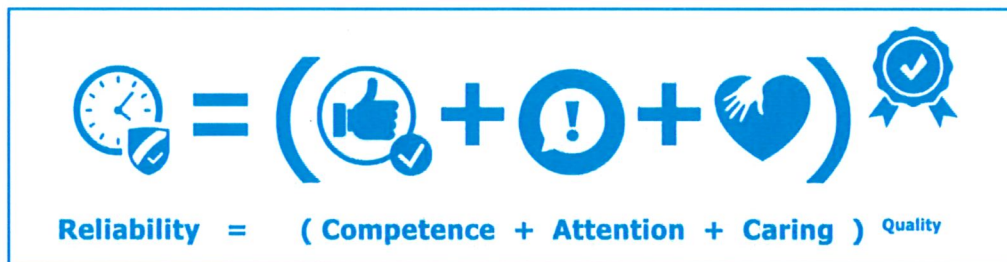
Our Quality Policy is driven by the needs of our Interested Parties and community of customers (scientists, engineers, technicians, and analysts) across a wide range of industries.

We understand that the most important attribute our customers seek from us, the supplier, is **RELIABILITY**. Reliability in all aspects of our offering, in logistics, customer service, technical sales and technical support. Reliability in the products we supply, the services we provide as well as the advice and guidance we impart. We believe that **reliability as our value proposition** is the keystone of a strategy to 'Win the Customer', whilst providing a framework for setting our quality objectives.

**Reliability** is created from a combination of:

1. An intrinsic level of **competence** in our abilities,
2. Paying **attention** to our customers and the specific problems and challenges they need help solving.
3. Showing that we really **care** about those same needs and challenges, whilst always engaging with customers in a friendly but professional manner.

**Quality** for the Carl Stuart Group is the ability to continuously reproduce the highest levels of **reliability** in everything we do. We ensure that our quality objectives are met and exceeded as well as being suitably reviewed on a continuous basis. The motivation for the provision of all customer related services comes from our own personnel, who understand that **reliability** is ultimately measured by the amount of our customers' **trust** in us.



All of our business operations but especially calibration and validation laboratory services are **impartial, confidential and of the highest standard**, conforming to our regulatory requirements defined. All personnel directly involved in the provision of these services will demonstrate a level of competence and consistency familiar with the quality documentation and all associated procedures and policies. Verification of training and performance review will be maintained to ISO/IEC 17025:2017 and ISO 9001:2015 International Standards and all associated procedures.

The Management team are committed to ensuring that we maintain our Quality Management System to ISO/IEC 17025:2017 and ISO 9001:2015 including, INAB policies and procedures. Utilising both standards, we are provided with a strong framework, through which we strive to align all our activities to our customer's needs and expectations. Regular monitoring of our systems guarantees that, we will work to continuously improve the effectiveness of our operations controlled through our Quality Management System.

Our goal and motto is to 'Win the Customer' by providing a level of reliable technical excellence and after-sales support that is second to none.

SIGNED:

Michael Anderson  
Managing Director

DATE:

03/02/20