



Total Laboratory Services Ltd

Quality Policy

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy our customers' regulatory and legislative requirements, as well as our commitment to continually improve our management system.

Customer focus: As an organisation we are committed to meeting our customers' requirements, responding promptly and accurately to their enquiries, and always striving to exceed their expectations.

Leadership: Our Top Management are committed to creating and maintaining a working environment in which the team becomes fully involved in achieving our objectives. As an organisation we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit, therefore our staff are fully trained to meet the requirements of the business and our customers.

Process approach: As an organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives. We have adopted a forward-looking view on future business decisions which may have an impact on quality.

Evidence-based decision making: As an organisation we are committed to only making decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: Total laboratory Services Ltd. recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of our interested parties and in meeting our social, environmental, regulatory responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document R03 Quality Objectives.

This policy is available to all interested parties as well as being made available to the wider community through publication on our website and company noticeboard.

Authorised by: *S. NETHERWAY*

Position: *DIRECTOR*

Date Approved: *JAN 18*

Review Date: *DEC 18*