



QUALITY POLICY

Our Vision

To be regarded as a leading company in the provision of Sales, Service and Repair of Pharmaceutical Processing Equipment to the pharmaceutical, laboratory and life science industries across the UK and Ireland by our customers, industry peers and other interested parties.

Our Mission

To consistently surpass the exacting standards of quality and service demanded by our customers by providing unrivalled expertise and on time every time delivery. To achieve this goal all of us must understand and ensure the following principles are adhered to.

Customers

Identify and understand our customers' requirements and ensure we can continually meet them.

Encourage customer feedback to help us improve performance and service.

Maintain good working relationships with our customers.

Internal Systems

Understand and manage our processes to ensure they are performed effectively.

Sustain quality excellence through the management of risks and the continual improvement of processes and services.

Ensure suitable manufacturing and test equipment is available and maintained. Set and achieve quality objectives.

Maintain a quality management system that complies with the requirements of ISO9001:2015.

Staff

Employ and retain a skilled workforce who share the Company's vision and values.

Provide a safe working environment for all.

Provide training to employees to ensure they have the relevant skills to fulfil their duties. Engage with employees to obtain feedback to help identify opportunities for improvement.

Suppliers

Only use reliable and competent suppliers who share our commitment to customer satisfaction. Maintain close relationships with key suppliers for our mutual benefit.

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

This policy is available to be communicated to all interested parties as well as being made available through publication on our Website and our Company Noticeboard. This document has also been distributed and signed as such by all staff members at Total Laboratory Services Ltd.

Authorised by: Sarah Netherway – Director



Date: - January 2025

Review January 2026