

QUALITY POLICY STATEMENT

It is the policy of James Heal to supply Testing Instruments, Test Materials and Service and Calibration at a quality level, which fully meets and preferably exceeds our customers' expectations.

The Company supplies its products and services to comply with customers' and all applicable statutory and regulatory requirements.

The culture of the Company is one of continuous improvement and learning throughout its activities.

It is the Company's policy to run and maintain an effective Quality Management System (QMS) - one that meets and addresses the requirements of both ISO 9001:2008 and ISO/IEC 17025:2005.

The QMS regularly evaluates the processes involved and ensures consistency in meeting customers' requirements, In order to do this we shall:-

- Set challenging targets (KPI's which are regularly reviewed and analysed).
- Ensure our manufacturing processes are robust in respect of skills, equipment and documentation.
- Provide a high level of service to our customers and minimise complaints.
- Understand our markets and customer needs and expectations to facilitate growth.
- Provide training for our employees to ensure that they have the correct levels of skills to perform and maintain the processes correctly.
- Ensure that adequate resources are available.
- Implement effective controls to monitor the entire company, and identify risks and opportunities for improvement.

The Company is committed to monitoring the effectiveness of the QMS by reviewing diligently all relevant data and inputs, which together constitute a measure of customer satisfaction.

Customer focus and quality objectives have been defined and included within the QMS, so as to ensure that our products and services are fully compliant.

It is an accepted responsibility of the Management Team to ensure that the Quality Policy is understood by every employee and that it is continuously maintained.

The application of ISO 9001:2008 and ISO/IEC 17025:2005 ensure continuous improvement of the Quality System and the provision of a suitable framework for establishing and reviewing realistic and measurable quality objectives. Quality objectives are subject to continuing review by means of an internal audit programme, and the results are discussed and evaluated at each Management Review Meeting.

Compliance with every aspect of the Quality Management System is mandatory for James Heal's employees. To do this effectively, employees must familiarise themselves with the quality documentation and should implement the specified procedures.

Amanda McLaren



Managing Director

December 2016