

Quality Policy Statement

Labman's mission is to deliver world leading laboratory automation and provide an outstanding level of service and support.

To achieve this goal, Labman is committed to maintaining an effective Quality Management System and adhering to the following principles:

Our Customers

- Identify and understand our customers' requirements and ensure we can consistently meet or exceed expectations
- Maintain strong working relationships with all our customers and stakeholders
- Encourage and act upon customer feedback to help us improve products, services and customer experience

Our Internal Systems

- Understand, manage and continually improve our processes to ensure they are effective, safe and resilient
- Sustain Quality excellence through application of risk management principles, evidence based decisions and the continual improvement of processes and services
- Ensure suitable resources, infrastructure and technology and equipment is available and maintained, in order to achieve our quality objectives.
- Provide a framework for continued development of meaningful targets and objectives to achieve continual improvement of our management system
- Maintain and continuously improve a suitable and effective Quality management system that meets the requirements of ISO9001, ISO 13485 and other applicable requirements
- Operate in compliance with applicable regulatory requirements, relevant legislation, industry standards and customer requirements
- Consider external factors, including environmental and climate related impacts, that may affect our ability to consistently deliver quality outcomes
- Manage organisational and operational change in a planned and controlled manner to minimise risk and maximise effectiveness
- We aim to ensure organisational knowledge is captured, shared, protected and retained to support learning innovation and long term success

Our People

- Employ, develop and retain a skilled workforce who share Labman's vision and core values
- Foster a culture of quality, integrity and accountability and continual improvement throughout the organisation
- Promote ethical behaviour and ensure that quality is considered in business decisions
- Provide training, development opportunities and knowledge sharing, to ensure employees have the competence required to fulfil their responsibilities.
- Encourage open communication and employee involvement in identifying improvements, opportunities and resolving issues.

Our Suppliers & Partners

- Build collaborative relationships with reliable, competent suppliers and partners who share Labman's commitment to Quality, innovation, ethical business practices, sustainability and customer satisfaction
- Communicate quality expectations clearly and monitor supplier performance to support continual improvement

This Quality policy is communicated to all staff within Labman via the company's knowledge platform and is available to all interested parties via our website.

Last review date: July 2026