

# Quality Policy Statement

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

To achieve this goal, Labman shall adhere to the following principles;

## **Our Customers**

- Identify and understand our customers' requirements and ensure we can meet them
- Maintain good working relationships with all our customers, new and old.
- Encourage customer feedback to help us improve performance and service

## **Our Internal Systems**

- Understand and manage our processes to ensure they are performed effectively and safely
- 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
- Provide a framework for continued development of meaningful targets and objectives to achieve continual improvement of our quality management system
- Maintain a quality management system that complies with the requirements of ISO9001:2015 and ISO 13485:2016
- Operate within standards required by relevant legislation, regulations, and industry codes of practice

## **Our People**

- Employ and retain a skilled workforce who share Labman's vision and core values
- 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

## **Our Suppliers**

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

This Quality policy is available to all staff within Labman via the company's knowledge platform and is available to all interested parties at their request.

**Andrew Whitwell**  
Managing Director

Last review date: 22<sup>nd</sup> June 2024