

Quality Policy

This is the policy of ForenteQ during the execution of our processes and quality system for the Marketing, Sales, Value Added Re-selling, Supply, Installation, Training, Aftersales Services & Support for Forensic Science Based Instrumentation.

All of the business' processes are to be defined, monitored, reviewed, facilitated, controlled and improved in-line with the requirements documented within our management system and as set out within ISO9001:2015.

We are dedicated to achieving high levels of customer satisfaction and exceeding expectations wherever possible.

We will achieve this by:

- Knowing who our customers and interested parties are and what they want - through open communication.
- Understanding the requirements of our interested parties, specific jobs and the systems that support us – through knowledge, awareness, training and education.
- Making continuous improvement a part of our every day and every job - through the use of team participation, risk based thinking and monitoring effectiveness.
- Ensuring that our Quality Management system reflects what we do and how we operate - reviewing processes for continued suitability.
- Remembering that we are here because of our Customers. They must always be our top priority.
- Being willing to offer any advice & assistance through our knowledge and experience which will enhance our relationship with our customer.
- Providing support and bespoke customizations to meet customer requirements.

As part of this process approach opportunities for improvement of the business processes will be undertaken when appropriate to ensure the needs and expectations of our customers and interested parties are fulfilled or exceeded and any applicable product or service requirements/regulations are met.

The Company will establish processes and procedures in a way that assists in the realisation of the needs and objectives of the business. Everyone at ForenteQ has an obligation to follow and conform to the QMS processes and procedures and to make recommendations for improvement.

Management system monitoring and improvement will include the establishing of objectives communicated throughout the business and review of our performance to the current defined objectives will be documented within the management review process.

This policy is available for communication to staff, customers and interested parties on request.

Approved:

Paul Butler
Managing Director

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