

Quality Policy

This is the policy of ForenteQ during the execution of our processes and quality system for the sourcing and supply of forensic science-based instrumentation and associated training & aftersales services including equipment servicing and calibration.

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

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 any applicable product or service requirements/regulations are met or exceeded.

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

Approved:



Paul Butler
Managing Director

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