

## Quality Manual – ISO 9001:2015

# QUALITY POLICY

The Company recognises that the disciplines of quality, health and safety and environmental management, are integral parts of its management function. The Management of Don Whitley Scientific Limited views these as a primary responsibility and fundamental to the best business practice of operating under the control of a Quality Management System along the lines laid down in the ISO 9001: 2015 standard.

It is the Company's policy to seek to operate to the highest standards continuously and to implement and operate fully the ISO 9001:2015 standard, including continual improvement, through registration and annual review.

The Company will:

- Achieve continuous profitable growth by combining skills in microbiology, cell culture, product design and development and many engineering disciplines to provide products and services to discerning customers worldwide.
- Implement continual improvement initiatives and make best use of its management resources
- Communicate its Quality objectives, and its performance in achieving these objectives throughout the Company and to interested parties
- Take due care to ensure that activities are safe for employees, associates, sub-contractors and others who come into contact with its product and work
- Work closely with its Customers and Suppliers in seeking to establish the highest Quality Standards
- Adopt a forward-looking view on future business decisions which may have an impact on Quality
- Train all members of staff in the needs and responsibilities of Quality Management
- Constantly strive to meet, and where possible exceed, its customer's expectations.

Responsibility for upholding this policy is Company-wide under the guidance and with the assistance of the Directors who encourage the personal commitment of all staff to address quality as part of their skills.

Signed:

Dated: 23 May 2019

(reviewed 7<sup>th</sup> November 2022)



Paul Walton  
Managing Director