


Integrated System Manual			
Quality Policy			
IM-011	Rev No : 04	Rev Date : 18/11/2015	Page1 of 1

It is the Policy of HBE to operate a Quality Assurance System that will conform to **BSEN ISO 9001:2008, ISO 17020:2012, ISO 17025:2005, ISO 14001: 2004, OHSAS 18001: 2007.**

These systems are used to ensure that our activities are implemented and maintained in an effective and methodical manner. The achievement of high quality calls for a systematic and disciplined approach by all HBE staff in all activities associated with the delivery of our Client’s specific requirements.

We, as a Company, pledge our efforts and endeavours to securing a level of service beyond the expectations of all our customers and in so doing establish an excellent reputation synonymous with quality.

HBE are proud of their reputation for quality and are committed to the provision of the highest standards of customer services and the need for continual improvement and will use the Quality Management System as an improvement tool.

HBE Quality objectives include the below:

- To ensure that this Policy is communicated and understood at all levels within our organisation and that the Management and Employees are committed to Quality.
- To ensure that the services provided meet and indeed exceed the expectations of our customers.
- To provide the necessary training in order to carry out their duties in a competent manner.
- To ensure continual improvement in our Quality Management and a commitment to enhancing company performance.
- For all employees within HBE to implement and maintain the Quality Policy and its objectives.
- That personnel concerned with testing and calibration activities within the laboratory familiarise themselves with our Quality documentation and implement our outlined policies and procedures in their work.
- To ensure the laboratory management’s commitment to international standards and to continually improve the effectiveness of the management system.

This Policy will be reviewed periodically to ensure that it is continuing to meet the Company’s commitment to Quality and service.

Copies will be provided to all interested parties, including members of the public upon request. Copies supplied to customers shall not be subject to further revision and shall be clearly marked to this effect.



Name.....

Dated.....18/11/2015.....
Managing Director