

### ***General.***

**Specac Limited** is committed to the development of long-term profitable and mutually beneficial client relationships, through adherence to Client, Statutory and Regulatory requirements, whilst striving to continually improve our service and products, through:

### ***Quality Compliance.***

**Specac Limited** has produced this Policy, as a declaration of our commitment to provide defect-free products and services, in a manner which conforms with the defined requirements of the ISO9001:2015 standard. In addition, we aim to fulfil our customer requirements relating to cost, quality, timing and co-ordination of product development and delivery.

### ***Employee Competence.***

**Specac Limited** aims to provide optimum customer satisfaction by maintaining an effective quality management system, which ensures that **ALL** of our personnel are fully conversant with, and effectively trained to assist them in meeting the Organisation's, and subsequently, the customers objectives. Personnel training and development will be reviewed and planned in accordance with the Organisation's quality and business objectives, with due regard to our context.

### ***Quality Objectives.***

**Specac Limited** gives full attention to our activities associated with the design, development, supply and maintenance of our full product range of sample handling and preparation equipment, primarily for use with spectroscopic analysis by the end user, as a means of ensuring performance reliability and customer satisfaction. Quality objectives are defined and driven utilising a risk-based assessment of the context of the Organisation, specific customer requirements, applicable standards, and operational constraints.

### ***Continual Improvement.***

**Specac Limited** is committed to exceeding our customer expectations in relation to everything we do. Quality is a major part of every project and process that we undertake, and is a shared responsibility for each and every employee. It is an aim of the Organisation to strive for continual improvement across all areas of the business, in everything that we do.

### ***Senior Management Commitment.***

**Specac Limited's** Leadership team, acknowledges that it has a duty to take a prominent role in meeting the Quality expectations of our customers and are fully committed to achieving and maintaining certification to the ISO9001:2015 Quality Standard, and has assigned appropriate resources and priorities to ensure that our objectives are met.

### ***Monitoring and Review.***

**Specac Limited** ensures that our defined objectives are measured and reviewed on a continuous basis, as a means of ensuring that our overall business aims are achieved. Objectives are also subject to a formal review on as a minimum, an annual basis.

### ***Communication and Information.***

**Specac Limited** ensures that this Policy is effectively communicated to all within the business, as a means of ensuring that everyone is fully conversant with, and able to assist the Organisation in meeting the relevant requirements contained within this document. This Policy will be made available to **ALL** relevant interested parties, as required.



(Managing Director)

Date: 14<sup>TH</sup> MARCH 2019