

GENERAL QUALITY MANUAL	
Westland Environmental Safety Ltd	Edition No: 02
SECTION 1	Document Issue No: 03
QUALITY POLICY	Issue Date: 31.01.2017

1.1 QUALITY POLICY STATEMENT

- 1.1.1 It is the established policy of Westland Environmental Safety Ltd (hereafter referred to as the laboratory) to provide customers with a high quality of service in all aspects of the laboratories' work, by combining technical competence with objectivity and integrity. The means of achieving this objective is set out in this Quality Manual and supporting documentation.
- 1.1.2 The laboratory management are committed to continually improve the effectiveness of the quality management system, good professional practices including health and safety requirements and providing customers with a service complying with the requirements of the international standards BS EN ISO/IEC 17025, BS EN ISO/IEC 17020, BS EN ISO 9001:2008 and UKAS requirements for accredited operations.
- 1.1.3 The purpose of the Quality System is:
- To co-operate with customers and provide customers with a highly professional service complying with the requirements of BS EN ISO/IEC 17025, BS EN ISO/IEC 17020 and BS EN ISO 9001:2008.
 - To achieve and maintain accreditation for the inspection and testing activities as defined in this Quality Manual.
 - To provide a consistent quality of service using accepted principles of quality assurance ensuring that customer requirements are fully understood, documented and complied with.
 - To provide a confidential, objective and unbiased asbestos survey, sampling and testing service working in occupational hygiene, asbestos management and health and safety.
 - To operate to accepted methods of quality assurance, commensurate with the efficient and effective operation of a commercial service.
 - To provide a framework for establishing and reviewing quality objectives defined as part of management review.
- 1.1.4 It is the responsibility of all personnel to familiarise themselves with the content of the company quality policy, the Quality Manual and associated documentation. Personnel are required to implement and comply with these policies and procedures at all times, where these are relevant to their work, or where work may affect the quality of the laboratory's output. To facilitate this, the manual and all supporting documentation are made available to personnel, at all levels, whose activities bear on the operations of the laboratory.
- 1.1.5 To assure the integrity of work performed by personnel engaged by Westland Environmental Safety Ltd, company policy with respect to the remuneration of the staff, is that payment to personnel shall not depend either upon the quantity of work performed, nor on the results of the work.
- 1.1.6 It is the responsibility of the Technical Manager to implement the Quality Policy in the laboratory.
- 1.1.7 It is the responsibility of the Safety, Health, Environment & Quality Manger to advise and to monitor all aspects of Quality in the laboratory as well as having overall responsibility for control of Quality.
- 1.1.8 It is the responsibility of the quality director to review the quality policy for continuing suitability on at least an annual basis.

Signed:

James Collett:



Quality Director

Reviewed Date: 31.01.2017