

QUALITY POLICY

Commitment to Quality

Lennox Laboratory Supplies recognises that Quality is an essential part of our working practices. We believe that Quality is critical to the success of our business.

The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations and to resolve any issues to their satisfaction.

Leadership

The Senior Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements and is committed to taking accountability for the effectiveness of the Quality Management System.

The Management Team strives to lead an efficient and profitable organisation through following good work practices in all areas of its operation and will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of people

We aim to recruit & retain highly motivated, competent people. Our people are seen as our most important resource and are provided with sufficient training and development support in order that they can carry out their work in an efficient and competent manner.

Process approach

We will manage our activities and associated resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximize efficiency. Our individual processes will be structured into a documented Quality Management System which meets the requirements for ISO 9001 and ISO/IEC 17025

Improvement

Lennox Management and staff are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. Lennox Management will set clear quality objectives and monitor our progress towards their successful achievement.

Evidence based decision making

We will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

An organisation and its Interested Parties are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.



Chief Executive
Date: 04 August 2023