



## LABORATORY QUALITY POLICY

**Lennox Laboratory Supplies Limited**, an ISO-certified company, is totally committed to best professional practice, excellence in its calibration services and the continual improvement of its Quality Management System (QMS) to ensure ongoing satisfaction of its customers and improve the quality of its calibration work. To help achieve this our QMS has been designed and implemented to fully meet the requirements of ISO 17025:2005.

Lennox maintains and develops first class supplier relationships and has established and maintains documented procedures for its laboratory and field operations based on best practice for balance and temperature calibration.

We ensure that all our personnel are fully competent and qualified for the tasks that they perform, and that they are fully familiar with the relevant quality system documentation so that they adhere to all quality requirements during the routine course of their work.

Furthermore, we promote the active participation of all employees in quality planning and continual improvement efforts to further our quality and service objectives.

Senior management and managerial staff set and review annual quality objectives and are committed to best international practice and regular quality-related activities to ensure the integrity, precision, reliability and timeliness of test results.

Management maintains an up-to-date knowledge of the latest developments in the science of the relevant fields and regularly reviews the performance of the QMS to improve its effectiveness.

Signed: Leslie Brett  
Leslie Brett  
Chief Executive

Signed: Ken Brereton  
Ken Brereton  
Head of Operations

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