



CONCEPT LIFE SCIENCES

QUALITY POLICY

AUTHORISED

SIGNED 

DATE 25 JAN 19

Concept Life Sciences Analytical & Development Services Limited, 'The Organisation', aims to provide a high-quality service to its customers, providing services on time and within budget.

The Organisation operates a Quality Management System that conforms to the principles of BS EN ISO 9001:2015, GMP and GLP regulations. It is the objective of the Quality Management System to ensure the delivery of high quality, specialised, contract analytical services to its customers and clients.

All members of The Organisation are personally committed to:

1. Comply with the requirements of the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. Perform their duties with integrity, diligence and to high professional standards
4. Ensure customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are established and fulfilled, with the aim of achieving customer satisfaction
2. Communicate the importance of meeting customer needs and legal requirements throughout The Organisation
3. Communicate the principles and requirements of the Quality Management System to all employees, and ensure those principles and requirements are understood and adhered to
4. Establish the Quality Policy and the Quality Objectives
5. Conduct periodic management reviews of progress against the established Quality Objectives and the effectiveness of the Quality Management System
6. Ensure the availability of resources

All personnel understand the requirements of this Quality Policy and are committed to abiding by the contents of the Quality Manual.

In addition to all UK and EU commercial legislation and regulations, The Organisation complies with all legislation and regulations specifically related to its business activities.

The structure of the Quality Management System is defined in the Quality Manual, QM_CLS3_002. The Organisation constantly monitors its quality performance and implements improvements as and when appropriate.

This Quality Policy is reviewed regularly in order to ensure continuing suitability; it is available to view publicly, either on request or via The Organisation's website.

Document Author

Your signature verifies that to the best of your knowledge this document accurately reflects company policies and procedures as regards Quality Management.

Approved by:  Date: 23 Jan 19
MELAME TURNER, QA OFFICER


Approver

Your signature verifies that as a competent reviewer, you consider the statements contained within this document to be a true and accurate statement of the company's Quality Policy.

Approved by:  Date: 23 JAN 19
Caroline German Director of Operations

Quality Assurance Approval

Your signature verifies that as a competent reviewer, you consider the statements contained within this document to be a true and accurate statement of the company's Quality Policy.

Approved by:  Date: 24 JAN 19
Svetlana Jones Quality Assurance Manager