

## Quality Policy

Omicron Research Limited is a UK distributor for a range of scientific instruments and accessories specialising in the supply and support of dissolution and chromatography products.

Omicron's quality policy is to achieve sustained, profitable growth by providing products and services that consistently satisfy or exceed the needs and expectations of its customers. We aim to attain this through our Quality Management System (QMS) that complies with the international standard ISO 9001:2015. The scope of our registration for the QMS is: To supply, install, qualify and service scientific laboratory equipment.

To achieve the above, the Omicron Board of Directors are fully committed to comply with the requirements of ISO9001:2015 and to continually improve the effectiveness of the QMS. Our QMS provides a framework for setting and monitoring quality objectives, devised to enable us to address possible areas of improvement. We commit to continually improve our QMS by reviewing it regularly and monitoring its effectiveness. The Quality Policy, Objectives and QMS are reviewed regularly at the Management Review Meetings, or more frequently as appropriate, to ensure that they remain compatible with the strategic direction, purpose and context of the organisation. This enables us to improve our operations so that we meet the requirements of our customers, as well as our legal, regulatory and other applicable requirements.

Successful implementation of this policy involves all staff being suitably trained to be individually and collectively responsible for the quality of their work resulting in a continually improving working environment. The Quality Policy, Quality Objectives and requirements of the QMS are communicated to all staff within the organisation, via induction and training programmes. Omicron provides training and has established systems to assist all personnel to achieve the standards required.

Whilst we endeavour to consistently meet and exceed our customers' expectations, we recognise that we may not always achieve our own standards. If this happens, we are committed to investigating the problem and will do our best to rectify the situation and learn from it.

Omicron Research Limited's Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness. This policy is made available to the relevant interested parties as appropriate.

Omicron recognises that the continued success of its business is dependent on its commitment to the quality of its products and services, and therefore gives this Quality Policy its full support and will support all those who endeavour to carry it out.

Signed:



Position: Managing Director

Date first Implemented: 20 March 2017