

**Quality Policy Manual****Appendix A****Quality Policy Statement**

- a) Forensic Services is committed to:
- Delivering an impartial Forensic Service in keeping with good professional practice
  - Continually developing the range, quality and cost-effectiveness of these services to meet customer requirements
- b) Forensic Services undertakes to supply its services as an inspection and testing service to internationally recognised standards, established and maintained under the pre-requisites of a Management System that meet the requirements of the ISO 17020 and ISO 17025 International Standards.
- c) Forensic Services aims to provide the highest standard of quality and consistency in all aspects of the work it carries out, by performing inspection activities and testing in accordance with fully validated methods and customers' requirements, whilst maintaining economic viability of the service.
- d) The personnel employed by Forensic Services are responsible for familiarising themselves with all relevant aspects of the Management System, including this Quality Policy Manual, relevant procedures and implementing them in all of the work they undertake.
- e) Forensic Services Management commit themselves to compliance with the ISO 17020 and ISO 17025 Standards and to the concept of continual improvement.



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