

## Quality Policy (D53) Issue 4

**Genlab Ltd** is committed to the principles and practices of ISO 9001 and ensuring that as a primary objective our products and services meet or exceeds customer requirements by:

- Establishing measurable quality objectives & targets which are monitored & routinely reviewed for continuing suitability.
- Training & development of employees to ensure that the business is run effectively
- Sustaining a stable & profitable business but also seeking to reduce its environmental impacts
- Controlling our productivity & costs, thereby offering value for money services
- Meeting all of the necessary statutory & legal requirements
- Buying materials & services from reliable suppliers
- Continually improving our products, services and the company's effectiveness, whilst incorporating the latest technology wherever possible.

It is my responsibility to ensure that our mission and quality objectives are communicated understood and implemented within our organisation.

**P Crompton Financial Director**

## Scope of registration

The provision of ...



## Mission Statement

*Genlab Ltd are market leaders and innovators within the Thermal Engineering sector. Our objective is to deliver Market Leading Ovens & Incubators to our customers and this is achieved by a strategy of design & development excellence.*

## Customer focus

*Key to the success of our business is in understanding our customers & their expectations. We support them by:*

- *Fostering a culture of quality awareness and 'think Customer first' – generating increased customer loyalty*
- *Providing our customers with robust, Cost Effective and Efficient Thermal Engineering solutions which are reliable – with the aim of getting it 'right first time'*

# Genlab Ltd

## Quality Management System

THE DESIGN and MANUFACTURE of ELECTRICALLY OPERATED EQUIPMENT INCLUDING OVENS, INCUBATORS, CABINETS and WATER BATHS, PROTOTYPE WORK and THE MANUFACTURE of LIGHT FABRICATION STRUCTURES

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