



CAPRICORN
laboratory equipment

QUALITY POLICY

Capricorn Laboratory Equipment Ltd is committed to manufacturing products that comply with all legal and regulatory requirements and that are considered to be of the highest quality by its customers. We aim to provide a service that customers value and regard as first rate and, in order to achieve this, we must all understand and uphold the following principles:-

CUSTOMERS

- Identify our customers' current and future needs and expectations and convert these into products and services that they will want to purchase from us.
- Encourage customer feedback to help us improve and broaden our services.

INTERNAL SYSTEMS

- Sustain quality excellence through continual improvement of processes, products and services.
- Set and achieve quality objectives.
- Understand and manage our processes to ensure they are performed effectively every time.
- Involve employees in performance improvements and keep them informed of resulting achievements.
- Ensure our products and processes comply with applicable legal and industry standards.
- Establish and maintain a quality management system that complies with the requirements of ISO 9001:2008 and other relevant industry related standards.

SUPPLIERS

- Only use suppliers who are able to consistently provide products and services that meet our requirements.
- Develop mutually beneficial relationships with key suppliers to ensure both parties' needs and expectations are understood and achieved.

Managing Director