

European Instruments Quality Policy



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Our mission:

- We understand that customers rely upon us to help them achieve compliance within their own organisations. By working with our customers we help improve accuracy and efficiency in their processes so they can focus on their core business.
- Specifying equipment solutions to our customers that are fit for purpose. Through understanding our customers requirements we will supply solutions that will lead to benefits in their process.

We will achieve this by:

- Using calibration references with the highest levels of traceability back to National and International Standards to ensure our customers' compliance with industry standards, regulations and legislation.
- Creating confidence in the calibration and service we perform by consistently working to documented procedures and training our staff to the required level.
- Developing long term relationships with our customers by operating in a transparent and honest manner, ensuring that we listen to our customers and proactively responding to their requests, maintaining accessibility of our senior management.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System. We undertake to ensure sufficient resources are made available within the Organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation. Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Senior Management. Our Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within the Organisation and meets the requirements of ISO 9001:2015 and ISO17025. The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.