



## Quality Policy

APEM Limited is committed to achieving very high quality standards and aims to ensure that the services it provides meet the needs of its customers and comply with any standards set by relevant external quality agencies.

APEM ensures leaders at all levels of APEM understand, are accountable for and deliver on the commitments of this policy.

APEM has established quality objectives and procedures including a Quality Procedures Manual. As part of their induction and on-going training, all APEM employees will be informed about their personal responsibility for attaining high standards. APEM will also identify specific staff members who will be accountable for monitoring standards and for leading continuous improvement.

APEM will seek appropriate accreditation and certification to provide evidence of its commitment to quality and currently:

- Operates a Quality Management System that has gained BS EN ISO 9001:2015 certification;
- Has UKAS accreditation to ISO 17025:2017 for laboratory methods, as specified in the UKAS schedule for laboratory number 4441;
- Is certified by Achilles UVDB Verify to Category B2.

APEM is committed to:

- Achieving compliance with all relevant statutory and regulatory requirements;
- Developing staff competences and providing sufficient resources to ensure employees are supported to achieve high standards;
- Enhancing customer satisfaction and encouraging feedback from customers about their experiences of working with APEM, acting on feedback and avoiding conflicts of interest;
- Selecting suppliers and sub-contractors who share our commitment for quality;
- Recognising risks to successful delivery and taking effective action to address these;
- Undertaking regular internal audits and monitoring of its processes and systems to identify whether or not its quality objectives are being met and to take appropriate steps to address any deficiencies;
- Continually monitoring and reviewing the effectiveness of its Quality Management System and procedures to determine areas for improvement and sharing of best practice;
- Reviewing and amending this policy to ensure that APEM retains its reputation for quality.

The Quality Policy is available to all relevant interested parties and is published on the company website.

**Signed**

**Adrian Williams (Managing Director)**

**Reviewed: 19/04/2021**

Revision	Date	Approved by	Comments
5	15/04/2020	Adrian Williams	Next Review: April 2021
6	19/04/2021	Adrian Williams	Next Review: April 2022