

 MD5	MD5 LIMITED - ISO 17025: 2017 BUSINESS SYSTEMS MANUAL & POLICY COMMITMENT	MD5.BSM	
		Version	4
		Amendment	5
		Date	06/06/2025

Annex 1

QUALITY POLICY STATEMENT

- ✓ MD5 Limited is committed to providing a high integrity, impartial and confidential service in line with its scope of supply, by ensuring compliance against the ISO 17025 and ISO 27001 requirements, coupled with both legal and customer contractual obligations
- ✓ MD5 Limited confirms total commitment to matters of impartiality through staff integrity with consideration to ensuring that all personnel employed and or associated with the laboratory service are aware of their technical and legal responsibilities at all levels
- ✓ MD5 Limited is committed to continuous improvement by ensuring a regular review of the management system and supporting processes, to include a review commercial planning, technical resource allocation and the mitigation of identified business risk

MD5 Limited establishes the above philosophies by ensuring the continuation of the following policy objectives:

- Identifying the necessary resources to meet the customer and product specifications with due consideration to the contract compliance and related risk assessment
- Compliance with internal processes and procedures and legislative obligations to achieve declared aims as evidenced by documented records and archives
- Monitoring of service level compliance and system effectiveness by maximising efficiency at all operational levels for sustained profitability for facilitating a well-resourced business
- Evaluate the efficiency of the business system by planned internal quality system management system audits, to include health, safety and environmental compliance
- Maximum communication with customers, employees and interested parties and monitoring of performance improvement in support of service compliance
- Motivate and encourage inclusion of technical and administration employees at all levels

Monitoring of customer satisfaction, business planning and other performance improvement initiatives against the above policy objectives will be achieved by regular and recorded management review meetings

Approved

Geoff BOYD
Managing Director

December 2023

