

Document number: SD2
Document type: Policy
Document name: Quality Policy
Rev: 2
Date: 5th Sept 2017
UNCONTROLLED IF PRINTED

Quality Policy

Established in 1997 and located centrally in the Buckinghamshire town of High Wycombe, Synergy Devices Limited is the Sole UK Distributor of the SpeedMixer, a highly innovative Mixer developed in Germany and widely used in Technical Laboratories throughout the world.

The management of Synergy Devices Ltd is committed to providing the highest possible standards of quality for its products and services and is dedicated to maintaining a Business Management System (BMS) which ensures that these services meet customer requirements within agreed parameters of cost, quality and delivery.

The management shall ensure quality objectives are established and are compatible with the context and strategic direction of the Company. The quality objectives are maintained as part of the BMS internal auditing, monitoring and management review processes, to enhance customer satisfaction.

The Organisations BMS focuses upon error prevention by auditing processes, identifying errors and opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.

It is the Organisations policy to operate the ISO9001:2015 quality management standard by holding certification with an accredited notified body.

Suppliers to the Organisation will be encouraged to improve quality and reliability of their products and services.

The Organisation complies with all legislation relevant to its industry sector.

Synergy Devices Ltd ensures the continuation of the following:

- Identifying the necessary resources required to meet customer and product specifications.
- Monitoring of product and systems compliance and performance.
- Evaluating the efficiency of the BMS and processes by prioritised quality and system related internal audits.
- Maximum communication with customers and monitoring supplier performance in support of product compliance.
- Encouraging inclusion of employees at all levels in support of the Quality Policy and core measurable objectives.
- Monitoring of customer satisfaction and other performance improvement initiatives.

Signed: 

Name: Derek Williams-Wynn

Position: Managing Director

Date:

5/9/17