

Cefas Policy Number: CPP008

Revision (4)

Owner: CMB

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Quality Policy

Purpose

The purpose of this policy is to inform our staff and our customers of Cefas' commitment to providing quality science and related services and advice.

Policy

Cefas will provide high quality science and related services to meet customer requirements. Formal quality systems will be used to assure ourselves and our customers that we achieve this.

Application

This policy applies to all staff within Cefas and relates to all Cefas activities, products and services. All staff are responsible for the implementation of this policy.

Cefas achieves its quality Policy by:

1. working with customers to understand and clearly define their requirements;
2. working to continuously improve the quality and performance of our products, services and people;
3. ensuring that all staff are trained and have the necessary expertise to undertake their work;
4. selecting suppliers where possible who share our commitment to continuous improvement of products, services and people;
5. working to the requirements of our accredited, and compliant quality systems
6. providing customers with excellent service and acting on their feedback;
7. operating a process for the resolution of customer complaints;
8. ensuring that we will avoid/prevent situations where a conflict of interest may occur;
9. providing our outputs in high-quality peer-reviewed publications, where possible; and
10. taking advice from external experts on the Cefas Science Advisory Committee.

This policy will be reviewed annually and updated if change is required.

Monitoring

Staff in Cefas participate in a number of schemes to continually improve quality. Internal audit takes place across a range of standards and regulatory requirements.

Legislation (or Regulation)

Cefas complies with the relevant regulations including those of the Research Council of United Kingdom and The Joint Codes of Practice for Research.

I give my full backing to this policy.

A handwritten signature in black ink, appearing to read 'Tom Karsten', is written over a light blue rectangular background.

Tom Karsten
Chief Executive