

## Quality Policy For Lloyd Instruments Ltd

**Lloyd Instruments Ltd** is fully committed to quality. Our overriding objective is to put the customer first in every aspect of our organisation. By constantly reviewing and updating of our processes, we endeavour to offer products and services anywhere in the world that meet the highest standards of quality and reliability and satisfy customer's requirements and expectations.

Lloyd Instruments has been an **ISO 9001:2000** registered company since 2003. The company is also ISO TickIt registered for its materials testing software.



### Quality Policy Statement

Lloyd Instruments' business activity embraces the design, manufacture and worldwide distribution of materials testing systems, polymer test equipment and texture analysers, including software and accessories.

At Lloyd Instruments, we believe that the drive for total quality throughout the business is vital to future growth, development and success of the company.

Our complete business focus on quality is based on the belief that we can only provide continuous satisfaction of our customer's needs through effective operational systems implemented in a consistent manner reflecting the needs of both the customer and the business

To realise this, it is the policy of the Executive Management Team to ensure continuous improvement in all aspects of the organisation. This is accomplished by setting realistic and measurable quality objectives, by providing the appropriate resources necessary for the achievement of quality and by equipping employees with the competencies necessary to achieve these objectives. We are committed to monitoring the effectiveness of our systems by reviewing the customer experience through customer and market feedback for the development of products and services supported by customer satisfaction review. This is supported by internal auditing of our processes and through regular management team reviews.

Lloyd Instruments is committed to maintaining a quality management system that not only meets the needs of its customers, and fully complies with the ISO 9001:2000 Quality Management Systems international standard and ISO TickIt, but also adds measurable value to the company and its stakeholders. The company also aims to ensure compliance with all industry related standards, legislation and internationally recognised standards of approval.

Lloyd Instruments Quality Policy applies to all Employees and is made available to all stakeholders through its publication on the Lloyd Instruments web site.

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