

Quality Statement

QED assists its customers to manage risks – in essence, our business model relies on transferring risks from customers to QED in a controllable manner through the scientific observations and reporting we undertake. Validity and reliability of testing – what we call Quality – is at the heart of what we do.

Quite apart from this, we strive for the highest possible quality in delivery of service to customers. We define service delivery as everything we do around the scientific observations and reporting, for example responsiveness, punctuality, discretion, verbal/written communication, sales and administration.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aims of testing validity/reliability, customer satisfaction and continuous improvement throughout our business:

- Independent accreditation of our Quality Management system by National Association of Testing Authorities (NATA);
- Regular gathering and monitoring of customer and employee feedback;
- Selection and performance monitoring of suppliers against set criteria;
- Training and development for our employees;
- Regular audit of our observation procedures;
- Measurable quality objectives which reflect our business aims; and
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within our culture and reflected in everything we do.

Authorised by:
Michael Taranto
Managing Director

Dated:
31 July 2024