

Quality Policy

Purpose

We are committed to continual improvement of our Quality Management System and to meet customer requirements. This statement confirms our intent to devote sufficient effort and resource to achieve this goal and highlights specific actions that we commit to carrying out.

Policy

Our policy is to provide high quality science and related services, and to use quality systems to ensure we are successful. We will nurture a positive culture in which business improvement is achieved through science competence, professionalism, and meeting customer requirements on a consistent basis. All staff have a responsibility to embed Quality within their own areas of work.

Application

This policy applies to all staff within Cefas and relates to all Cefas activities, products, and services.

Cefas achieves its quality policy through the following objectives:

1. being customer focused- understand and clearly define their requirements, provide excellent service, act on feedback, resolve complaints and avoid conflicts of interest;
2. working to continually improve the quality of our products and services and the efficiency and effectiveness of our business processes;
3. developing staff competences through management involvement and commitment;
4. working to the requirements of our accredited and certified quality systems;
5. selecting suppliers, partners, and sub-contractors, where possible, who share our commitment to continual improvement of products, services, and people;
6. providing our outputs in high-quality peer-reviewed publications, where possible; and taking advice from external experts on the Cefas Science Advisory Committee on science quality



Monitoring and Review

To ensure continual improvement, our Quality Management System provides a framework for setting organisational objectives against Cefas values, for proactive monitoring to ensure that these objectives are met and identifying opportunities for improvement.

Legislation (or Regulation)

Cefas complies with the relevant guidance and regulations including those of the UK Research and Innovation Guidance, The Joint Codes of Practice for Research, and the Concordat to Support Research Integrity.

I give my full backing to this policy and will support all those who endeavour to carry it out.

Neil Hornby
Chief Executive