

## QUALITY POLICY

UK Biocentre Ltd provides a high-quality and capacity service that includes the collection, processing and storage of samples. The organisation strives to meet and exceed the needs and expectations of its service users and, at all times, provide services which reflect the best professional practices that are fit for their intended use. UK Biocentre Ltd is committed to continuous improvement and has implemented a framework for measuring and improving performance whilst fulfilling the requirements and effectiveness of ISO 9001, ISO 15189 and ISO 27001.

We are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform. It is part of our ongoing training programme that this policy is communicated and understood within UK Biocentre Ltd and for all interested parties.

*Quality is not a destination; it is a journey that everyone needs to embark on together within the business to ensure our standards are met.*

### **Business priorities:**

**Deliver Growth.** Business growth through focus on our customers and by driving profitability, innovation and excellence.

**Better Data, Better Managed.** Reliable, high-quality data is the foundation of our future success. Robust and secure processes to collect, store and use data are vital.

**Project Excellence.** Planning, change management, communication and delivery is fundamental to customer satisfaction.

**Quality & Compliance.** Business-wide operational excellence underpins successful delivery.

Dr Tony Cox

Chief Executive Officer