

Quality Policy

The MSC R&D group of companies believes in customer focus, whilst supporting R&D technology companies throughout the innovation life cycle to the marketplace which meet our customers stated, perceived and implied requirements to improve customer satisfaction.

The MSC R&D group of companies provide services fit for their intended purpose, complying with agreed customers' specifications and applicable requirements and regulations. Our company's performance is also dependent upon the relationship with our suppliers and partners, who will be challenged to meet the requirements of our business through the application of defined quality procedures.

By striving for continual improvement in a planned and measurable way, and by harnessing the creativity and commitment of all our staff, the MSC R&D group of companies will aim to achieve their stated business and strategic objectives.

The quality objectives are focused on driving improvements, they are communicated throughout the company, and assessed as part of the Management Review. The objectives will be achieved by controlling quality in a systematic and planned manner to make the improvement of quality a continuous process.

To enhance these objectives and this policy the MSC R&D group of companies strive to;

- Fully publicise the Quality Policy and quality system to all employees (and any other interested parties), encouraging their participation in the Company's continual improvement programs.
- Enhance the business by challenging senior management on the strategic direction of the business through risk management
- Review customer requirements, market demands and maintain awareness of competition.
- Make suppliers aware of the Company's Quality System requirements and closely involve them in meeting requirements.
- Train and develop all employees to meet their current and future needs, with those of the business.

Operations Manager

08 May 2017