

## **MANAGEMENT SYSTEM POLICY AND OBJECTIVES**

### ***Management System Policy***

It is the policy of Tayside Scientific Services (TSS) to achieve and maintain the highest standard of quality in all aspects of its work.

The TSS managerial staff shall be committed to good professional practice and shall undertake to provide its customers at all times with a testing service of the highest attainable standard of competence.

The service shall comply with ISO/IEC 17025 (General requirements for the competence of testing and calibration laboratories) and where applicable DWTS (Drinking Water Testing Specification) for all tests which are accredited.

The TSS managerial staff shall be committed to continually improve the effectiveness of the management system with respect to the quality, administrative and technical operations of the Laboratory.

All TSS staff concerned with testing activities shall familiarise themselves with the policies and procedures that have been documented for the purpose of meeting the objectives of the management system.

### ***Management System Objectives***

Ensure the requirements of the customer is fully understood, and endeavour to comply with the agreed contract requirements.

Continually monitor customer, and potential customer, queries in order to provide a service that is meeting current customer demands. Be aware of legislative changes that could impact on the work offered or potentially could be offered.

Encourage customer feedback to proactively improve our performance and quality of the service provided.

Ensure all staff are aware of their responsibilities regarding working in an impartial manner and that they comply with any applicable confidentiality arrangements.

Ensure test samples are handled in a manner that will not impact on the results obtained.

Employ test methods that are current, and validated to the extent required, to provide confidence in the results generated.

Ensure tests are performed by suitably trained and qualified staff. Encourage staff to extend their knowledge relating to their work through continuing professional development.

Ensure that suppliers of external services are of the required standard.

Verify that all equipment used for testing (or examination) is fit for purpose, maintained and calibrated (where possible). Ensure that the measurements made are traceable to recognised standards.

Report results accurately and unambiguously.

Use the audit program, management review and feedback from staff and customers to continually assess the effectiveness of the management system.

Consider any identified risks and opportunities to the management system in order to continually develop the service provided. Seek efficiencies through examination of current working systems.