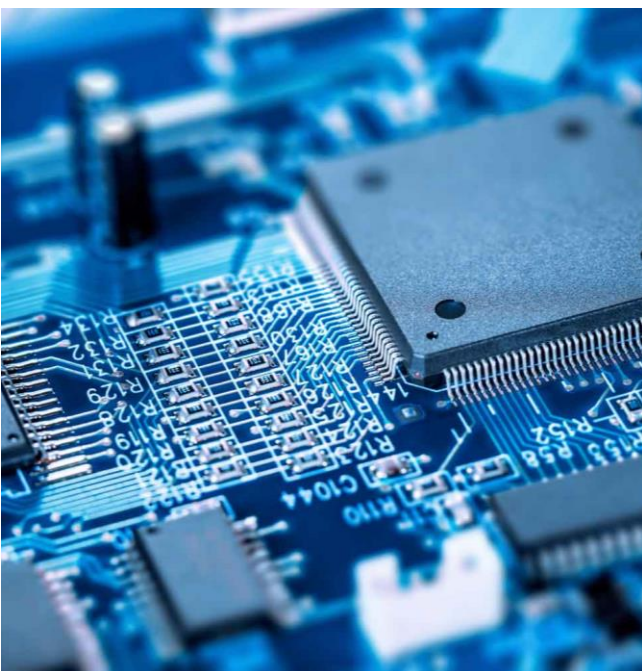


Quality Policy Statement

We are a multi-disciplinary calibration company that combines our knowledge and expertise to give you effective Instrument calibration, sales and repair services which have been carefully considered to cause minimal stress and disruption to our customers.

Our Quality Management System complies with the requirements of BS EN ISO 9001:2015 'Quality management systems' and with the requirements of ISO/IEC 17025:2017 'General requirements for the competence of testing and calibration laboratories'.



We are committed to:

- operating a Quality Management System (QMS) in accordance with all applicable requirements of BS EN ISO 9001:2015 and ISO/IEC 17025:2017.
- the continual improvement of our quality management system and to the quality of service to our customers, this is achieved in part by establishing appropriate methods of performance monitoring and carefully considering changes.
- providing services to our customers which are synonymous with professionalism and reliability.
- satisfying all applicable statutory & regulatory requirements.

This will be achieved by:

- ensuring the quality management system is compatible with the context and strategic direction of the company,
- setting realistic and effective quality objectives in order to enhance the quality of service delivery and customer satisfaction,
- instilling a team ethos throughout the company,
- establishing and maintaining close relationships with suppliers and interested parties to provide an improved service,
- seeking structured feedback from our customers to highlight potential areas of improvement.

This policy is communicated and available to all relevant interested parties.

This policy is reviewed annually by top management during management review for its compatibility with the context and strategic direction of the company. Where deemed necessary it will be amended and re-issued. Previous versions of this policy are archived.

Signed on Behalf of Direct Calibration Solutions



Chris Tymms
Director
23/04/2021



Liam Bean
Director
23/04/2021