

# Quality Policy Statement

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By regularly reviewing the [scientific and technical needs of the industry](#) with members and other clients, Campden BRI will help drive innovation within the food, drink and allied industries and assist with the development and practical application of technically and industrially relevant knowledge to enable them to respond to current challenges and future opportunities through:

- Research and innovation services
- Analysis and testing services
- Operational support services
- Knowledge management services
- Membership services

## **Quality assurance:**

To ensure that our clients get the best possible service Campden BRI implements a management system specifically designed to ensure best practice in all that we do and to assure conformity to defined working standards in all business operations. The management system includes policies, procedures and operating practices that require explicit action to be taken and records to be generated in those instances where it has been determined that the absence of control and/or lack of evidence of conformity has the potential to impact adversely on client satisfaction, staff performance, service provision, validity, reliability and integrity of work or has the potential to impact on safety and cause harm or damage.

## **Our commitment to clients**

We are fully committed to putting the client first and becoming the partner of choice to the industry. In this endeavour we will continually review and seek to improve our management practices, service portfolio and service delivery and will invest as necessary in the development & training of staff and in facilities, equipment and third party certification & accreditation to enable the business as a whole to attain and maintain the highest possible level of quality, competence and service.

## **We will:**

- Respond promptly and courteously to all client enquiries and ensure that client requirements are defined and agreed prior to delivering services including scope of work, methods, price, turnaround times and terms & conditions.
- Act with honesty and fidelity at all times to ensure confidence in our competence, impartiality, judgement and operations and avoid all activities that may compromise the trust in our independence of judgement, integrity and brand.

- Use our best efforts to ensure that client property, confidential information and proprietary rights are protected and held secure and in confidence.
- Endeavour to source our supplies, materials and subcontract services from approved companies or agents, those conducting their business ethically in respect of safety, labour and human rights and operating in accordance with any specified standard, regulation or scheme if so required.
- Use our best efforts to ensure that our supplies, materials and subcontract services are verified as conforming with any stipulated requirement or specification and are of the necessary quality to sustain confidence in the results of work carried out.
- We will ensure that other interests do not adversely influence organisational compliance with the requirements of the ISO standards
- Continually review our working practices, management system and service provision to ensure they remain suitable and reflective of best practice in light of client and other stakeholder feedback, organisational changes and improvements, and legislative and regulatory amendments.
- Demonstrate our ability to meet client, statutory, regulatory and quality management standard requirements by participating willingly with internal audit and review and to assessment by UKAS and UKAS accredited certification bodies for the purpose of demonstrating compliance with ISO 17025 and ISO 9001 (the scope, certificates and details of which are available to view and/or download from our website: [www.campdenbri.co.uk/campdenbri/qualityofservice.php](http://www.campdenbri.co.uk/campdenbri/qualityofservice.php))

*Policy issued under the authority of:*

*Pete Headridge, Chief Executive - Campden BRI*