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NOTTINGHAM ANALYTICAL - QUALITY POLICY

Nottingham Analytical provides high quality scientific services to a range of 3rd Parties, including Industry and other Research Organisations. Nottingham Analytical leverages the academic and technical expertise, and infrastructure and facilities, available at the University of Nottingham to solve a range of challenges relevant to our clients. Nottingham Analytical aims to deliver a comprehensive and confidential service to clients.

Nottingham Analytical is managed by the University of Nottingham Business Partnership Unit (BPU). The BPU team has long-standing experience working at the interface between academia and external Parties, be that large corporate entities, small and medium sized enterprises (SMEs) or other research organisations/non-profits.

It is the policy of Nottingham Analytical to provide to the customer a professional service and to ensure client needs are met. Our Quality Policy is defined and driven by the following principles and behaviours:

- Build mutually profitable relationships with our clients, ensuring their long-term success, by understanding client needs and designing bespoke solutions to the challenges posed.
- Achieve our commitments for quality, cost effectiveness, timely turnaround, and continuous improvement.
- Maintain testing service integrity and confidentiality.
- Use of preventive practices at all levels to ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, best practices, performance targets and customer feedback.
- Develop staff competencies and accountability through training and development.
- Comply with national and local health and safety commitments and statutory requirements.
- Comply with relevant University systems and policies.

All staff who underpin Nottingham Analytical are responsible for implementing these Quality Control measures through our Quality Management System. **Through the use of these guiding principles, Nottingham Analytical aims to meet our Client's needs and expectations with best-in-class solutions and services.**

Dr Trevor Farren
Director of Business and Knowledge Exchange
Business Partnership Unit, University of Nottingham

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