



## Quality Policy

A&D Instruments Ltd. markets, sells, services, assembles and repairs a range of products covering blood pressure monitoring equipment, laboratory balances, industrial scales and indicator weighing systems. This equipment meets customer requirements and conforms to known specifications and appropriate National and International safety requirements and standards. We are actively pursuing a programme of quality improvements, which will help us to provide a service that is 'right first time'. Only by providing an outstanding service will we achieve our aims of long-term success and sustained improvement.

In support of these aims we have implemented a quality management system that complies with all areas of the international standard ISO 9001:2015. We are committed to monitoring the effectiveness of our quality system and aim to continually improve our operations to meet the requirements of our customers, as well as our legal and regulatory responsibilities. Our QMS is appropriate to the purpose and context of our organization and supports its strategic direction.

Quality and business objectives are set annually and are reviewed regularly at management and team meetings. As Managing Director, I shall continue to have overall responsibility for Quality Management. However, some of the day-to-day management of the Quality System is carried out by our Quality Manager.

All personnel within ADI are responsible for the quality of their work, and we provide learning and development programmes which assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we recognise that we don't always achieve our own standards. When an issue is identified, we are committed to investigating it and will do our best to rectify the situation and to learn from it.

The Quality System shall ensure conformity of our instruments, where required, to the Non Automatic Weighing Instruments Directive and the UK Non Automatic Weighing Instruments Regulations.

Jaz Ghuman  
Managing Director

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