

Cherwell Laboratories Limited understands that its market expects a continually improving service and product. Quality is important to our business, and we take pride in what we do. We aspire to be the go to company for **cleanroom microbiology solutions**. Our aim is to demonstrate expertise, knowledge and capability within prepared microbiological media and microbial air samplers for use within the pharmaceutical and associated industries.

We are committed to continuously improve our capabilities to meet our client's requirements and to provide products and services that as a minimum meet, and where possible exceed their expectations. Our company values of **reliable, adaptable & partnership** are at the core of how we operate as a business.

We have established a quality management system that complies with the international standard ISO 9001 which provides a framework for measuring performance. We embrace good practice from our customers who typically operate to good manufacturing practices (GMP), and this drives continuous improvement of our Quality Management System supporting our aim of total customer satisfaction. We have deployed a business wide ERP system to centralise data and to help inform better decision making to meet our objectives. We recognize the vital role of our employees in meeting our objectives and are committed to developing their skills and capabilities.

The objectives of Cherwell Laboratories are set out in the Business Plan and are cascaded into relevant KPIs. The quality objectives, KPIs and quality policy are reviewed regularly and communicated to all employees.

The Director of Quality and Technology, who fills the role of the Quality Manager has ultimate responsibility for the quality management system, with full support from the Operations Director and Managing Director who are accountable for the effectiveness of the quality management system. All employees have a responsibility within their own areas of work to ensure that quality is embedded within the whole company.

Signed: 

Position: Managing Director