



GTB Castle Ltd

Quality Policy

7.0 Quality Policy

GTB Castle Ltd is committed to providing service and performance excellence in the field of Preventative Maintenance Contracts and Breakdown Rectification Response to users of Laboratory Centrifuges. Furthermore, GTB Castle Ltd is full committed to ensuring the highest standards of testing and calibration services to our clients.

The satisfaction of our clients is our primary objective and we are driven to achieve this goal through the continual improvement of our service offerings and our ISO17025 & ISO9001 accredited Quality Management System. Our Quality Management System provides us with proven operating practices which deliver customer satisfaction, and drive continual improvement. All engineering personal, as well as every member of the organisation, are aware of and committed to the fulfilment of this Quality Policy.

The monitoring of our on-time contractual delivery, our prompt resolution of breakdown notifications and our independently assessed measurement certainty results conformity to the ISO17025 standard will provide new and existing clients with the assurance and confidence that GTB Castle Ltd can be completely relied upon to fulfil any Centrifuge servicing or repair requirements.

Approved By:	Signed:	Date:	Position:
Colin Newman	<i>Colin Newman</i>	09 th Nov 2017	Managing Director