

Title:	<i>Quality Policy</i>				
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QUALITY POLICY

Orchid Cellmark Ltd. operates within a Quality Management System that complies with the requirements of ISO9001: 2008, ISO14001:2004 and ISO17025:2005.

The overall responsibility for meeting customer, statutory and regulatory requirements rests with the Quality Director and the authority and responsibility to meet these requirements is entrusted to all members of staff.

Our aim is to deliver superior value to our customers and shareholders and so achieve maximum customer satisfaction and ensure long-term business prosperity.

We will achieve this by striving to :-

- Meet or exceed the service standards agreed with our customers
- Work towards excellence across all functions in the organisation; recognising quality is everyone's responsibility.
- Continuously improve every aspect of our organisation, adopting best practices and processes in innovative ways.
- Work to relevant standards of confidentiality, ethics and applicable legislation.
- Work cost-effectively.
- Utilise the most appropriate validated technology.
- Recognise and reward both individual and team contributions.
- Make best use of the talents, energy and initiative of everyone in our organisation, enabling employees to work smarter.
- Work to the required security, safety, health and environmental standards.
- Operate quality management systems that meet or exceed market and regulatory requirements.
- Communicate effectively with external and internal customers and suppliers.



Peter Harper
Quality Director



David Hartshorne
Commercial Director

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