

Microscope Wizards Ltd

Quality Policy Statement



Microscope Wizards Ltd was established in 2017 to provide microscope servicing, repairs, refurbishment, reconditioned microscopes for sale, and customer training. We are based in Tarleton, Lancashire and employ 2 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and regularly exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

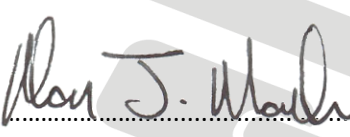
We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the company notice board and can also be found in the staff handbook. It is reviewed annually to ensure that it remains appropriate.

Although the Company Owner has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Signed:  (Director)

Date: 06/01/2025

Signed:  (Office Manager)

Date: 06/01/2025

Microscope Wizards®