

# Malvern Panalytical Quality Policy



At Malvern Panalytical we take a Total Quality approach to every aspect of our business. Continual improvement is an embedded philosophy throughout our company. This enables us to consistently deliver superior quality solutions through products & services that meet and even exceed customer expectations.

We manage our established quality policy through: resources dedicated to this purpose, use of relevant quality principles and thorough application of a variety of established quality tools and standards, as well as compliancy with ISO 9001 quality management system requirements. As an ongoing process, we develop and update company quality objectives, derived from our business objectives and strategic intent, which is set annually by the Executive Management Team. Our products comply with different product safety standards. We have several processes in place for risk- and opportunity management.

Through product and service excellence we strengthen our position as leaders in our chosen markets. We recognize that Quality is of fundamental importance to a successful and responsible business strategy for the company, our partners, and our customers.



Providing value-based solutions for our customers and target markets



Develop profitable and innovative solutions



Developing and continually improve ment in our business processes



Fostering a dynamic and continuously improving Quality culture



Monitoring customer satisfaction and utilising their feedback to improve our goods and services

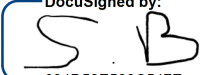


Actively considering risks and opportunities

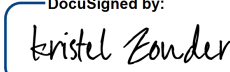


Monitoring legal and compliance requirements to ensure our products and services adhere to these standards

**Steve Blair, Vice President Operations:**

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 30 January 2023  
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**Kristel Zonder, Global Quality Director:**

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 30 januari 2023  
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