

Quality Assurance Policy

Yordas Group was established in 2007 to meet the needs of industry to comply with the EU REACH Regulations and has since expanded to become a leading provider of scientific, environmental, human health, global regulatory and sustainability consulting services. We are fully committed to continually improving the quality of services and products we provide so that we can continue to meet or exceed client needs and expectations.

Our approach to quality management is based on the following principles:

Risk and Opportunities Management

We manage company risks and opportunities by evaluating suppliers and seeking feedback from interested parties to develop our understanding of client needs and expectations.

Conformance

We identify and conform to all applicable statutory and regulatory requirements to prevent undesired consequences associated with our products and services.

High Quality Services

We enhance customer satisfaction by ensuring that customer requirements are identified and provide our clients with the highest quality services, using our scientific expertise to deliver innovative business solutions. We ensure that our staff understands how to do their job and does it right the first time.

We implement the above principles by:

1. Raising awareness of this policy, both internally and externally
2. Engaging with employees and stakeholders to minimise quality risks and enhance business opportunities
3. Maintaining effective communication and providing sufficient training for all employees
4. Monitoring customer satisfaction and using their feedback to facilitate continuous improvement
5. Ensuring activities are adequately resourced and systematically managed following the PDCA (Plan, Do, Check, Act) framework

This policy has been developed in conformance with the ISO 9001 standard, which has been planned and developed jointly with other ISO standards as part of our Integrated Management System. Our company is accountable for its implementation and our employees will be essential in achieving effective implementation. Management is responsible for communicating this policy within the organisation and to ensure that its intent is understood by employees at all levels.

We will review this policy annually in line with our other management systems, or when there are significant changes to business activities.

Jonathan Lutwyche, CEO



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