

# Malvern Panalytical Global Quality Policy



At Malvern Panalytical, we adopt a Total Quality approach across all facets of our operations. Our commitment to continual improvement is deeply ingrained in our corporate philosophy, enabling us to consistently provide exceptional quality solutions through products and services that not only meet but often surpass customer expectations.

We implement our established quality policy by dedicating resources specifically for this purpose, applying relevant quality principles, and utilising a range of recognised quality tools and standards. Additionally, we ensure compliance with ISO 9001 Quality Management System requirements. This ongoing process involves the development and annual updating of our company quality objectives, which are aligned with our business goals and strategic direction set forth by the Executive Management Team. Our products adhere to various product safety standards, and we have established multiple processes for effective risk and opportunity management.

By excelling in our products and services, we reinforce our leadership position in our targeted markets. We understand that quality is essential to a successful and responsible business strategy, benefiting not only our company but also our partners and customers.



Providing value-based solutions for our customers and target markets



Develop profitable and innovative solutions



Developing and continually improving 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

Steven Blair, VP Operations

Steven Blair (Dec 2, 2024 12:48 GMT)

Kristel Zonder, Global Quality Director