

# Quality Policy

**Our resources will be complimentary to the Brüel & Kjær Mission/Vision statements and values by:**

- Management leadership, involvement and commitment within a changing business environment
- Offering a professional, responsive and consistent service to meet customer needs by providing:
  - Pre and after sales technical support
  - The right products delivered on time
  - An efficient and effective calibration service
- Management of processes and systems that meet the needs of the business and the requirements of the International Standard ISO/IEC 17025
- Defining (business/quality) objectives within the Laboratories and their support processes
- Ensuring that all personnel are familiar and work in accordance with the requirements of the Quality Management System
- Creating the environment for all employee's to contribute to the achievement of objectives
- Ensuring that the Quality Management System is used as a basis for improvement

**Our principal objective will be to develop a continuous improvement culture in our daily activities.**

**William Egan, Area Manager**

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