



## Quality Policy

NCIMB Ltd has a strong commitment to quality assured business management through the adoption of ISO 9001:2015 and cGMP standards. Well defined business objectives and a customer driven work ethos assure a high level of satisfaction from all our products and services. We aim to provide innovative products and services including research and development programmes tailored to a wide range of market sectors through the release of the potential held within the National Collection of Industrial, Food and Marine Bacteria.

Comprehensive staff development through training, team working and communication as well as continuous improvement in the quality management system ensures we meet, and aim to exceed, customer and company expectations and all other applicable requirements.

The quality policy is continually reviewed for suitability and at Management Review. The policy highlights NCIMB's commitment to customer satisfaction and continuous improvement.

