

LABORATORY TESTING POLICY

Concept Engineering Consultants Limited was established in 1997 in the U.K for the provision of site investigations, laboratory testing, structural/environmental/geotechnical consultancy services. A key objective of the organisation is to seek excellence in every aspect of our work and to ensure that our Client's requirements are fully understood and met within budget and programme constraints. Our flexibility allows us to accommodate changes in a positive, proactive and personable manner working together with our Clients to facilitate the successful delivery of their project. We continually seek to improve our performance and therefore the service provided to our Clients.

Concept operates a geotechnical testing laboratory that is accredited by UKAS in accordance with the requirements of ISO17025:2005. Concept also operates an Integrated Management System which incorporates quality and environmental systems (ISO9001:2008 & ISO14001:2004) that have been approved by Lloyds Register Quality Assurance (LRQA) for the provision of site investigation, consultancy and survey work for the construction industry.

Concept's major business objective is the provision of high quality site investigations, **laboratory testing** and consultancy services that meet in full the clients needs. The company is fully committed to the principles of Quality Assurance, Health & Safety and safeguard of the environment and recognises the necessity for the involvement of all employees described in this Management Manual to achieve this. Concept is an equal opportunity company with a culture that provides for training to staff to ensure that everyone has equal opportunity to develop in line with our aims and objectives. A culture of continuous improvement in all services offered to clients and to all internal operations is communicated and promoted throughout the organisation.

The primary objectives of the Management System are:

- a) to provide evidence that services provided comply with project requirements, including control of non-conforming testing and that complaints/errors are recorded and appropriate corrective actions are employed to resolve them;
- b) to ensure that inspection and verification requirements are determined and satisfied throughout all processes and ensure testing is conducted with a known level of accuracy in all tests and measurements;
- c) to develop and maintain quality consciousness amongst all management and staff employed by the company and ensuring that all personnel are familiar with policies and procedures for their work.
- d) Ensure testing is conducted with technical and commercial integrity, in line with the procedures defined in this manual;
- e) to develop and maintain a culture of continuous improvement in the quality of services offered to clients and to efficiencies in internal operations.
- f) To ensure that purchasing and subcontracting of services/products are controlled, managed and monitored to ensure compliance with the requirements of ISO17025 and Concept's quality requirements
- g) to provide adequate protection of the clients confidential information;

The Laboratory Management System is designed to meet the objectives specified for the provision of geotechnical laboratory testing (BS1377:1990) in line with the requirements of BS EN ISO 17025.