

Scope of Organisation

Rhpoint Instruments Ltd supply test and measurement instruments, service, calibration and sales support to a worldwide customer base. Rhpoint Instruments Ltd products are designed to meet the current and future needs of the market, adhere to legal requirements and comply with the specifications of relevant national or international standards.

Quality Policy

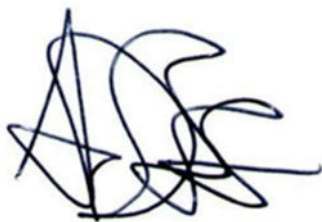
Rhpoint Instruments Ltd will supply high quality instruments within a delivery time that meets customers' requirements and shall provide timely service & support. Customer's statutory and regulatory requirements are defined, including those of ISO 9001 and ISO 17025, to meet their needs and expectations.

Rhpoint will provide direct feedback to customer enquiries and monitor the effectiveness of this process. Our aim is continually improving customer satisfaction and shall take steps to effectively deal with complaints and proactively seek customer feedback.

Our design and development process will reflect the needs of the market and the company business objective.

Quality throughout the organisation is the responsibility of every employee throughout their day-to-day activities. All employees shall be trained to understand the relevance and importance of their activities and how they contribute to the achievement of the organisation's objectives and our customers' expectations. This shall be achieved through effective implementation, ongoing maintenance, and continual improvement of our Quality Management System.

This quality policy is a key part of Rhpoint Instruments Ltd overall strategy and is reviewed by the senior management for its suitability and effectiveness in achieving the organisation's business objectives.



Tony Burrows.

Managing Director - Rhpoint Instruments Ltd – June 2024

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