

### Scope of Organisation

**Rhopoint Instruments Ltd** supply test and measurement instruments, service, calibration and sales support to a worldwide customer base. Rhopoint 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

**Rhopoint 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 to meet their needs and expectations.

Rhopoint will provide direct feedback to customer enquiries and monitor the effectiveness of this process. Our aim is continually improve 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 quality policy is a key part of Rhopoint 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 - Rhopoint Instruments Ltd. – March 2020

Document Number and Name:	RIPOL0001 Scope of Organisation & Quality Policy	Revision Number:	1.2	Page 1 of 1
Created by:	Adam Stanger			
Approved by:	Tony Burrows			
Date:	11/03/2020			
Printed copies are not controlled				