



## **Quality Statement**

Last Updated 24/07/2023

At Warsash Scientific, we have over 45 years of experience supplying advanced scientific equipment in Australia and New Zealand. Our long-standing presence in the market has allowed us to develop strong relationships with our suppliers and customers, and we have a deep understanding of the unique needs and challenges faced by researchers, law enforcement and government agencies in these regions.

Although Warsash Scientific itself does not hold any quality accreditation or certification, we seek suppliers who are ISO 9001:2008 certified. Warsash Scientific has developed and implemented control actions in the workplace in the same principles as AS/NZS 4801:2001 to eliminate hazards and isolate people from risk, wherever possible, to prevent injury and illness. Warsash encourages best practice methods and technology adhering to international safety standards to ensure our workplace is safe and healthy.

To ensure that our customers receive the highest quality products and services, we have implemented a comprehensive quality assurance program that includes the following measures:

- 1. Supplier Evaluation:** We conduct thorough evaluations of all of our suppliers to ensure that they meet our high standards for quality and reliability. We take into consideration factors such as their certifications, quality management systems, and track record of delivering advanced instruments and components.
- 2. Sales Representative Knowledge:** Our sales representatives are highly knowledgeable and experienced in representing their chosen product lines. They understand the unique needs and challenges faced by our customers in Australia and New Zealand and can provide you with the information you need to make informed purchasing decisions.
- 3. Timely Delivery:** We work closely with our suppliers and logistics partners to ensure that your equipment is delivered on time and in good condition.
- 4. Customer Support:** We provide comprehensive customer support, including technical assistance and training, to ensure that you are fully satisfied with your purchase.

We are committed to continuously improving our quality assurance program to meet the evolving needs of our customers. If you have any questions or concerns about our products or services, please do not hesitate to contact us.