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QUALITY POLICY STATEMENT

The Company objectives, realised through the operation of the Quality System are as follows:

- To carry out research services to the highest standard and to enhance customer satisfaction by meeting client requirements in full
- To maximise client satisfaction both with the services and products provided by the Company and with the commercial aspect of contracts
- To attain a high level of internal operating efficiency through effective control of the research process and minimising errors
- To achieve long-term improvements in processes by identifying and solving quality problems

The Quality System operated by the Company has been developed in order to comply with the requirements of the ISO 9001:2000, BS 7911:2003 Standards and applicable regulatory requirements.

All Kadence staff are required to ensure effective implementation of the Quality Policy objectives detailed above through compliance with the procedures described in the Quality Systems Procedures Manual.

The Managing Director of Kadence (UK) Ltd. approved this quality policy statement on 17th of November 2003 and instructed staff to implement the Quality System as from this date.

The Quality Policy is reviewed at least once a year to ensure that it is still relevant to Kadence and that it covers what we are trying to achieve as a company.

Part of the Kadence International Business Research Group

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