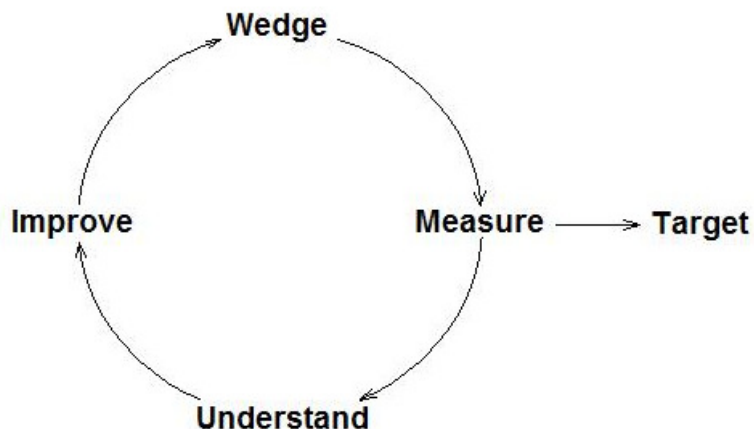


Active Management and Quality Policy

Dynaflow sets out to provide the safest, most productive and most efficiently delivered fume-hazard work environments for laboratories worldwide.

This is to be pursued with pride and confidence and backed up with an active management approach:



Targets are set by branch and process in 4 areas, and reviewed annually (along with this policy):

- People (knowledge, skills and attributes as well as positions and numbers)
- Know-How (processes, methods, knowledge)
- Customer impact, including accurate identification of requirements and expectations
- Financial impact

There are 5 ways we measure, understand and improve our know-how (processes, methods and knowledge):

- Continuously develop our know-how
- Act on issues, information and improvements
- Actively manage the business
- Implement strategic projects
- Conduct Audits

Improvements need to be "wedged" to stop them sliding backwards. Wedging methods include:

- Equipment or software
- Writing up to make the improvement accessible
- Training people in the improved process and checking competency as needed
- Inspection and testing
- Adding / modifying a tracked objective, or a checklist that feeds into one

This active management approach runs through all of the above, although terminology may vary, such as "objective" in place of target, or "track" in place of measure.

By our definition, a branch, process, project etc is actively managed for a week or month when:

- All targets have been tracked and up to date
- We understand what's good, what's concerning, and the causes
- We have an up-to-date action plan (including wedging) which is either on-track, or any obstacles are themselves positively actioned.

We underpin our approach to quality with the following:

- Ongoing Accreditation to the Requirements of ISO 9001 Quality Management Systems
- Ongoing Accreditation to the Requirements of ISO 17025 for Fume cupboard Testing
- Ongoing Compliance of the Product Certification of Fume cupboards to AS2243.8 under the Standardsmark Licence of the Product Compliance program

The quality management system must be planned so that each activity is correctly performed the first time, and all our people must be familiar with, implement and improve our quality know-how.

Roy Rosario

Managing Director

15/01/2010