

Quality Policy

The Quality Policy is a tool that binds Beneficial Designs together in a singular vision of what quality means to our organization with the intention to demonstrate competence of laboratory operation. This Quality Policy is a statement that gives us a confidence in our laboratory vision and enables us to generate and perform high quality services and products with the ultimate goal of customer satisfaction.

- The purpose of the Quality Management System is to support the commitment of Beneficial Designs to quality laboratory activities and superior customer service.
- Beneficial Designs is committed to providing the best wheelchair, surface, and assistive technology testing in the world.
- Beneficial Designs is committed to improving the accessibility of buildings and sites for people with mobility impairments through determining the compliance of buildings and sites with accessibility standards.
- Beneficial Designs is committed to providing testing services and calibration of measurement devices.
- To achieve our quality goals and objectives, all personnel concerned with testing and calibration activities within the laboratory must familiarize themselves with our quality documentation and implement all policies and procedures in their work.
- Beneficial Designs is committed to compliance with ISO/IEC 17025 and to continually improve the effectiveness of the laboratory management system.
- Beneficial Designs is committed to performing activities to ensure impartiality through continual identification of risks to its impartiality and taking appropriate action to mitigate them.

This will be achieved through the following:

- Satisfying the requirements of the customer and meeting applicable statutory and regulatory requirements.
- Providing quick and efficient testing for products that meet the standards.
- Providing the best service possible for products that require redesign or improvement.
- Contributing to relevant standards committees to develop and refine test methods that result in products that meet the standards and promote the health and well-being of persons with mobility impairments.
- Tracking and applying new testing methods and educating employees.
- Making continuous improvement a part of every day and every job.
- Ensuring that our policy and procedure manuals reflect what we do.

The framework for setting quality objectives is defined in the QMS-03 Quality Manual.

The Quality Manager or designee is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.