



Forensic Science Service® Publication Scheme: Quality Principles

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	Short Description: Quality management principles that the FSS has defined and seeks to adhere to	

Customer care	Always listening to customers, building the close collaborative relationships required to clearly identifying their needs. Enhancing our customers performance by providing the speed and range of service they require, whilst maintaining our objectivity and impartiality at all times
Contribution to society	An integral part of the Criminal Justice System contributing fully to the prevention, detection and reduction of crime, and in doing so improving public safety both nationally and internationally
Business results	Seeking to maximise our wealth creating potential, so as to recover our costs and invest in the future development of forensic science services, that meet the expectations of our customers and provide them with increasing value for money
People	Providing all members of the FSS with opportunities to develop and contribute to their potential. Building rewarding careers that provide both security and job satisfaction
Communication	Working hard at all times to encourage clear and honest two-way communications that develop trust, teamwork and involvement through an open management style
Resources	Employing the best people and providing them with first class resources. Making the best use of these resources through the provision of training, maintenance, and the development of up to date working methods
Process	Continually investing in R & D and systems that conform to recognised quality standards. Continually striving to find innovative ways to be more efficient and effective in everything we do, and provide better quality products and services to our customers (internal and external)
Suppliers	Developing collaborative relationships with our suppliers, assisting them in understanding our requirements and obtaining the best value for money from bought in goods and services
Leadership	Inspiring all members of the FSS to implement these principles by the development of collaboration, and teamwork through clear direction, support and accountability

Forensic Science Service® Publication Scheme:

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