

# Gilson Scientific Ltd

We have supplied pipette dispensers and servicing to the University, including Cancer Research UK and Chemical Engineering and Analytical Sciences.



**In their own words, Gilson Scientific Ltd explains how they are demonstrating the positive impact they are making:**



**Keep up-to-date with new developments within the sector**

We are a member of Gambica and staff members get various journals specific to industry developments. We visit seminars and exhibitions. We speak to customers to find out what they require, beta test equipment and seek their advice.

**Be transparent about customer feedback**

A Customer Enquiry option within our CMS allows for customer feedback to be recorded. We also have a web complaints form. Staff are encouraged to record both internal and external complaints. Staff are aware that the complaint system is an opportunity for improvement and is not a negative fault of individuals.

We also have a meaningful process with dealing with customer feedback. For example, all complaints are addressed regularly at the Management Review Meeting. Complaints are also reviewed during ISO 9001 audits.

**Engage employees to reduce waste**

We have a Green Team committee that feeds back information to staff members. We also have recycling facilities around the building. Some of our products come in reduced packaging options and bulk quantities. We have recycling schemes for our customers.

