

Our Quality Standards – Your Assurance

Smithers Rapra is a world leading independent plastics and rubber consultancy providing a comprehensive portfolio of services covering analysis, mechanical testing, material and product development. Clients come from a broad spectrum of industries with diverse requirements utilising plastics and rubber in any component, product or production process. Smithers Rapra is committed to giving customer satisfaction through service provision of the highest quality.



"Quality is an essential component of the Smithers Rapra's philosophy; our goal is to be number one in both real and perceived quality. This applies to all areas of our business and is central to our mission."

Mike Day, Managing Director



To ensure that the quality objectives are met Smithers Rapra is implementing continued financial investment, with laboratories being refurbished and extensive quality systems put into practice. Further investment is planned to ensure that Smithers Rapra is in a position to meet and exceed the requirements of its customers.

Stephen Vinter is Operations Director. Steve assures the operational excellence of Smithers Rapra's testing laboratories and has implemented a comprehensive quality system aimed at supporting the chemical analysis and mechanical testing services provided. Steve leads a team, the Quality Unit, dedicated to the maintenance and continuous improvement of the quality system. Senior members of the laboratory staff act as Quality Co-ordinators within the laboratories and testing facilities.

Smithers Rapra's quality system is accredited by the UK Accreditation Service (UKAS), both as a testing laboratory (certificate No. 0067 and No. 0912) and a calibration laboratory (certificate No. 0306) in accordance with the recognised International Standard, ISO/IEC 17025:2005. Accreditation ensures you that services operate in compliance with in house quality management systems and demonstrates technical competence for the range of activities provided as specified in the schedules of accreditation.



Analytical Quality Systems Developed to Satisfy the Demands of Medical, Pharmaceutical Industries

Polymeric materials are used extensively in medical devices, pharmaceutical production, and drug delivery devices, a range of support services have been developed specifically to provide extensive support to the medical and pharmaceutical sectors. The robust quality system is the foundation of the technical services provided to the healthcare industry, whether it supports the development of an inhaler drug delivery device or the determination of an impurity in a pharmaceutical ingredient or drug product.

Smithers Rapra's Chemical Analysis laboratories conduct studies in accordance with the principles of cGMP, compliant with 21 CFR Parts 210, 211 and ICH Guidelines Q7A. The comprehensive quality system at Smithers Rapra enshrines the philosophy of continuous improvement and enables successful studies to be conducted for clients in the medical and pharmaceutical sectors.

Reports and documentation are typically included in dossiers submitted by customers to regulatory bodies, including the FDA. In August 2008, as a result of one such submission, Smithers Rapra laboratories were successfully visited by the FDA and positive and complimentary feedback was given.

Smithers Rapra has been asked by clients to perform studies in compliance with GLP. To claim GLP compliance within the UK, membership of the UK GLP Compliance Monitoring Programme (administered by the MHRA) is mandatory. However, for the studies performed there is no requirement for GLP, and studies are performed in compliance with cGMP.

The Operations Director, Steve Vinter, has established a close working relationship with the MHRA, and after detailed discussions around the nature of the testing performed, this has been confirmed by the MHRA and the FDA. Steve is happy to discuss your specific compliance requirements. Should it be determined that GLP is required by any regulatory body, Smithers Rapra is fully prepared to apply for membership of the UK GLP Compliance Monitoring Programme based on new testing regimes or regulatory requirements.

Mechanical Testing

Smithers Rapra provides testing services to a wide range of clients with diversely varied requirements and is committed to giving customer satisfaction through the provision of high quality services. Smithers Rapra is dedicated to ensuring that customer requirements are understood and open communication is maintained. Feedback from customers is actively encouraged to continuously improve the services delivered.

Testing is conducted across a broad spectrum of products, the following provides an insight into the standards adhered to and supported.

Consumer Goods Testing

Hot water bottles to BS1970

Condoms to BS3704

Gloves to EN374 and EN60903

Safety Surfaces to EN1177 and BS7188

Packaging materials to BS ISO 2782 and BS ISO 2528

O ring to EN681

Bath tests to BS4305

Acrylic sheet tests EN263

Laboratory Testing

Pendulum testers to BS7976 Part 2

Resilient floor coverings to BS EN 13845

Surface friction with British Pendulum to ASTM E303

Fluid Susceptibility to EUROCAE, RTCA/DO-160, BS 3G 100 part 2

Hose and Tube Testing

Lay flat fire hose to BS6391

Fuel dispensing systems BS EN 1360

Power steering hose to SAE J 188

LPG hose to BS EN 1762

Air and vacuum systems to BS ISO 11424

Testing standards also cover Tyres to ECE (30,54,75,108,109) standards for heat build up and Rolling road resistance to BS ISO 18164. Military testing is also conducted to MVEE 100, drum tests for armoured vehicles.



Accredited to
ISO/IEC 17025:2005



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Smithers Rapra Quality Objectives

The Quality Objectives of Smithers Rapra are as follows:

- Continual improvement of customer satisfaction;
- Provision of accurate results and data;
- On time delivery of services;
- Ongoing compliance with BS EN ISO/IEC 17025:2005 and additional regulatory and industry standards according to our customer requirements;
- Suitably qualified and trained staff, who are aware of their role and responsibilities within the quality system;
- Fully calibrated test equipment;
- Documented procedures for all aspects of work;
- Monitoring and review of performance.

Beyond Compliance

To accommodate the varying needs of different customers it is often necessary to comply with a broad range of quality requirements in addition to the fundamentals of BS EN ISO/IEC 17025:2005. Our comprehensive Quality Management System enables Smithers Rapra to go beyond core compliance for all our customers. The following business sectors are areas of particular expertise:

- Pharmaceutical
- Aerospace
- Medical Device
- Automotive
- Food Contact
- Rail transport

Extensive expertise and experience of rubbers and plastics combined with ongoing commitment to facilities, people and a robust quality system makes Smithers Rapra the first choice for Polymer Solutions for the Pharmaceutical and Medical Industries.

The Smithers Group

Headquartered in Akron, Ohio, The Smithers Group of companies provide strictly independent technology-based services to a diverse mix of market sectors. Expertise has been developed in well-defined niche areas and a reputation of Quality and the highest levels of service earned. The group is progressive and is expanding its technologies, capabilities and markets. www.smithers.com.

Smithers Rapra was established in the UK in 1919, it provides its global customers with a unique range of independent contract services, consultancy and research on all aspects of plastics and rubber materials. It has extensive on-site analytical, testing and processing laboratories which work to GMP standards. www.rapra.net

iSmithers evolved from the information division of Smithers Rapra in 2008 after delivering 30 years of knowledge transfer solutions. It serves a global academic and industrial market with polymer, chemical, pharmaceutical, ecotoxicology and life-science related knowledge and information products and events. These include a wide range of technology and market-based journals and books, national and international conferences, polymer technology training courses and electronic web and database products. www.ismithers.net

Smithers Scientific Services established in 1925 as an impartial testing ground for the tyre industry. The company has evolved into a multi-discipline, independent testing, research and consulting firm, serving a global client base in the rubber and plastics industries and throughout the automotive supply chain. www.smithersscientific.com

Smithers Quality Assessments an accredited third-party registrar since 1993 providing quality and environmental management system certification services to ISO 9001, ISO 14001 and related standards to manufacturing companies and services providers. www.smithersregistrar.com

Springborn Smithers Laboratories specialises in contract research and regulatory compliance for the pharmaceutical, agrichemical and speciality chemical industries. A global client base is served from laboratories based in Massachusetts and Switzerland. www.springbornsmithers.com

Synomics Pharma Services located in the Cape Cod, Massachusetts region and delivering a portfolio of high quality analytical based research services to support the development and manufacturing of pharmaceutical, biotechnology and consumer healthcare products. www.synomicspharma.com

Smithers Reach Services provides a dedicated service to supporting individuals and companies interpret and comply with REACH legislation. Described as the most complex piece of legislation in EU history its impact is being felt worldwide. www.smithersreach.com

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