



## Quality Policy

### Introduction

This Quality Policy outlines the laboratory's commitment to providing accurate, reliable, and high-quality tests and calibrations, and to continuously improving its quality management system (QMS).

### Purpose

The purpose of this policy is to establish the laboratory's commitment to quality, and to provide a framework for continuous improvement of its tests and calibrations.

### Scope

This policy applies to all tests and calibrations performed by the laboratory, and to all personnel involved in the laboratory's operations.

### Policy

- The laboratory is committed to providing accurate, reliable, and high-quality tests and calibrations, and to continuously improving its QMS.
- The laboratory will comply with relevant standards, regulations, and customer requirements, and will strive to meet or exceed the expectations of its customers.
- The laboratory will regularly review its processes and procedures to ensure they remain relevant and effective, and will continuously improve its QMS based on the results of these reviews.
- The laboratory will regularly assess the competency of its personnel and will provide training to enhance their skills and knowledge.
- The laboratory will ensure that its facilities and equipment are suitable for their intended use, and that they are properly maintained and secure.
- The laboratory will maintain accurate and complete records of its tests and calibrations and will ensure that these records are readily accessible.
- The laboratory will communicate openly with its customers and stakeholders and will provide prompt and responsive customer service.

## Conclusion

The laboratory is committed to providing accurate, reliable, and high-quality tests and calibrations, and to continuously improving its QMS. This Quality Policy is an important part of the laboratory's QMS and is intended to establish the laboratory's commitment to quality, and to provide a framework for continuous improvement of its tests and calibrations.