

## Quality Policy and Quality Objectives

**“We strive for excellence in providing reliable knowledge of parameters of chemical substances in production, trade and environment, caring about the environment and trust of our customers and employees”.**

***Running our activity in compliance with valid regulations and agreement with our customers we are oriented at continuous improvement of Management System.***

The aim of the Environmental Testing Laboratory of “LabAnalytika” Ltd. is to meet all the requirements of the customers, which do not affect the accreditation criteria and do not undermine the results obtained.

The Environmental Testing Laboratory of “LabAnalytika” Ltd. ensures continuous compatibility management system (using documented procedures and monitoring of management system).

The Environmental Testing Laboratory ensures and maintains permanent quality of research through:

- Using documented and validated research methods;
- Quality control of research;
- Supervision of research;
- Ensuring adequately supervised spaces;
- Maintaining the efficiency of measuring instruments;
- Employing appropriately skilled staff;
- Maintaining the integrity of management system when changes to the management system are planned and implemented.

The Environmental Testing Laboratory declares co-operations with customer at all the stages, including:

- Impartiality, confidentiality, independence in the area of test results evaluation;
- Full responsibility for quality of research;
- Performing research methods in compliance with PN-EN ISO 17025:2005 + Ap1:2007 standard and ISO 9001:2008 standard;
- Consultation on unclear issues before testing;
- Respecting property rights;
- Possibility of participating in research by customers;
- Notification of irregularities affecting the reliability of test results;
- Procedure for considering complaints.

Our employees are familiar with documents of management system and carry out their tasks in accordance with procedures applicable to their positions.

The Laboratory Management commits itself to apply of good professional practice and to comply with high quality research and calibration procedures.

The Management Board of the Company “LabAnalytika” Ltd., commits itself to improve continuously the efficiency of management system, to comply with certain requirements (among others, requirements included in PCA DA-05 document) and to strive for achievement of strategic targets.

- Realization of services of reliable and stable quality;
- Extending and improving market attractiveness of our offer;
- Understanding and predicting expectations of our customers;
- Optimizing key procedures of process;
- Obtaining the best possible proficiency testing results.

**These targets are achieved through:**

- Commitment of the management in quality related actions;

- Permanent co-operation with customers trying to get to know their expectations;
- Co-operation with suppliers;
- Permanent improvement of qualifications of our employees;
- Development of infrastructure;
- Application of modern research methods;
- Assistance in solving technological problems;
- Participation in proficiency testing.

**Monitoring quality objectives through:**

- Verification of customer complaints;
- Conformity assessment of interlaboratory testing results;
- Customer satisfaction survey;
- Supervision of measuring instruments and auxiliary devices.

Brzeg Dolny, 3 October, 2016

The Management Board of the Company "LabAnalytika" Ltd.

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