

# QUALITY POLICY STATEMENT

**FDA**<sup>®</sup>  
LABORATORIES

## QUALITY POLICY STATEMENT

*To ensure accurate and timely analytical results and services and to continuously meet or exceed the stated or implied requirements of clients.*



**Effective date: 2008-02-02**

Management is committed to good professional practice and quality customer service as stated in the Company Quality Policy.

The quality and reliability of results are guaranteed through continuous improvement of test methods and methods are benchmarked through participation in international proficiency testing schemes. Tests are performed according to standard operating procedures (SOP's) and/or client requirements. The reliability level with which a result is generated, either as part of a research project or as a routine analysis, are communicated to clients. Continuous quality savings are implemented.

Customer service include satisfaction, accuracy and punctual delivery. The quality management system strives to satisfy and exceed the requirements of clients. Excellence in the workplace is promoted through training and education, and providing equipment and tools to perform duties in a professional manner. All personnel are trained to a level of competence to understand and implement the Quality Management System.

ISO 17025 and ISO 9001 Quality Management systems are integrated into everyday activities. The Quality Management system is continually improved to ensure the effectiveness thereof. Policies and procedures are documented in the Company Quality Manual. Personnel are familiar with all the relevant documentation and its implementation.



*We analyze accurately!*