



IMQ Certification (UK) Laboratory Quality Policy

IMQ Certification (UK) Ltd. (hereinafter IMQ UK) top management interprets quality as meaning a service which meets the needs of all users (within and outside the organisation context), in providing test data and test reports which are suitable for their intended purpose, conform to accepted scientific principles, delivered on time and within agreed cost constraints.

IMQ UK Top management is committed:

- To provide a quality service to the users of its Laboratory services.
- For activities which fall within the Laboratory's scope of accreditation, to offer only one standard of service and this always to comply with accreditation regulations, applicable legislation and with the requirements of BS EN ISO /IEC 17025.
- To provide adequate resources for the Laboratory operation and the Quality system operation;
- To set qualitative objectives and performance indicators, relevant to the Quality Policy;
- To impartially provide testing services;
- To review the quality system and particularly its effectiveness and adequacy, at least once per year.

Particularly for the IMQ UK Laboratory, Top management is committed to:

- Use established professional practices and provide quality testing services to its clients, setting as its main objective, to provide a level of service that will fully satisfy clients at national, European or International level, as well as the applicable UK legislation.

To achieve these commitments and goals, IMQ UK's Top management:

- Has installed, operates, and maintains a Quality system according to 17025 requirements;
- Has established communication processes for the importance of meeting client requirements, as well as of statutory and regulatory requirements;
- Has invested through the IMQ Group of companies and continues to invest in equipment that is characterized by a high degree of precision and reliability;
- Has established excellent working conditions for its employees;
- Uses documented and controlled practices for which systematic instructions were issued, available to all employees;
- Declines applications for testing under non-standard methods, that could potentially compromise the objectivity of the result or reduce reliability;
- Continuously monitors the correct operation of the Quality System, by appointing a Quality Manager;
- Continuously ensures the technical integrity of all works, by appointing a Laboratory Manager;
- Through the Quality Manager, the Quality System is kept updated and it is ensured that:
 - The activities of testing laboratories, at all levels, are conducted in accordance with the documented procedures;
 - The integrity of the Quality System is maintained when changes are planned and implemented;
 - The performance of the implemented Quality System to 17025, is continuously reviewed and improved.

IMQ UK employees are invited to:

Share responsibility for the continued compliance with the Quality System and actively participate in the continuous improvement of the Quality System.

All employees working in the Laboratory are required to familiarise themselves and to conduct their duties in accordance with the requirements expressed in the Quality System and the associated documents.

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Position: Managing Director