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Testing Laboratory of SIIIA Srl



ENMP8.5S1

Policy for quality, impartiality and confidentiality

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DECLARATION OF THE POLICY FOR QUALITY, IMPARTIALITY AND CONFIDENTIALITY

With the Policy for Quality, Impartiality and Confidentiality, we intend to outline the strategy of the "Test laboratory of the company SIIIA S.r.l.".

The strategic objectives set can be transformed into results through systematic and concrete actions in which the entire structure of the Laboratory will participate under the supervision of the management.

The definition, implementation and maintenance of the management system are necessary to achieve the objectives as it is essential to ensure the continuous improvement of the effectiveness of the system itself.

The Laboratory considers it a priority to ensure independence, integrity, impartiality and confidentiality in the work of the Laboratory.

The Laboratory's reputation in relation to the aforementioned requirements, together with competence, are the Laboratory's most valuable asset and as such must be promoted and defended.

It will also be necessary to give more and more importance to the opinion of our customers by systematically monitoring the effectiveness of our actions through fact-finding surveys.

Based on this premise, the Laboratory has the following primary objectives:


1) Establish, document, implement and maintain a quality management system in compliance with the mandatory requirements, the EN ISO / IEC 17025 standard, the requirements of the accreditation body, the requirements of the customer and any other interested parties, to which the entire activity of the Laboratory and the entire staff comply.

2) Carry out the test activity under accreditation by the national accreditation body.

3) Ensure independence, integrity, impartiality in the work of the Laboratory through the adoption of a risk management process for impartiality. In this regard, the Laboratory intends:

to.

a. Ensure fair and non-discriminatory access to laboratory services

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b. Continuously identify the risks to impartiality arising from their activities, relationships or staff relationships

c. Assess and treat these risks in order to eliminate or minimize them

d. Manage the impartiality risk management process in a documented manner

e. Monitor and evaluate the results of the actions taken.

4) Guarantee the confidentiality in the management of the client's proprietary information, even if obtained from sources other than the client, by adopting a documented process of managing the risks for confidentiality.

5) To ensure good professional practice through continuous education and training of staff.

6) To improve the quality of the service offered by activating the detection of complaints and the preparation of fact-finding surveys that will constitute the reference for a continuous and periodic measurement of the quality level offered. The primary objective will be to systematically reduce the number of complaints received in relation to the services provided to customers, and to implement a series of actions aimed at modifying those characteristics of the service that do not comply with the needs of users.

The Laboratory Director undertakes to implement and support this policy, to disseminate it throughout the organization and to periodically verify its degree of implementation through the tools and methods defined in the Quality Manual.

Parma, 31/07/2020

The Director of the Test Laboratory of the company SIIIA s.r.l.

Giampaolo Betta

