

QUALITY POLICY AND OBJECTIVES

AUTHOR:
OPERATIONS DIRECTOR

APPROVED BY:
TECHNICAL DIRECTOR

KET-POL-01

KET Quality Policy and Objectives

The laboratory's quality policy is to provide both timely service and low-cost services of the highest standards of performance and reliability. Our team environment is centered on satisfying client requirements in order to provide a service of exceptional value. This level of quality is achieved through adoption of a Quality Management system that meets the requirements of ISO/IEC17025:2017 and reflects the competence of the Laboratory to the customers and provincial, federal and international authorities.

The Management is committed to providing the resources needed to maintain the Laboratory quality system, meet Laboratory policies and objectives, and to meet customer requirements. The Laboratory Management are directly responsible for providing organization and support, equipment and facilities, and training and education of all employees and that appropriate resources are available to carry out work as per our contract agreements. Methodology used, qualifications and training of personnel engaged in testing are all documented in the laboratory procedures. Activities include calibration, installation, training, supply, repair and maintenance of various medical, pharmaceutical and other scientific equipment. These are carried out using internally standardized methods.

The Laboratories Quality objectives are:

- 1) To maintain an effective Quality Assurance System complying with the requirements of ISO 17025:2017
- 2) To provide competitive services of the highest standards of performance and reliability, thus enhancing the Laboratory's reputation with customers
- 3) To meet the Laboratory quality objectives and ensure compliance with relevant customer, statutory and regulatory requirements
- 4) To endeavor at all times to maximize customer satisfaction and value
- 5) To proactively promote and encourage a culture of continuous improvement within the laboratory
- 6) To continuous maintain high level of integrity, impartiality and confidentiality at all times

It is the responsibility of all staff to familiarize themselves with the contents of the Quality Management System and comply with the policies and procedures laid down in it at all times. Achievement of this policy involves all staff being individually responsible for the quality of their work, resulting in a continual improvement. This policy is provided and explained to each employee by the Operations Director.



.....
Operations Director

| | | |
|---|---------------------------------|---------------------------|
| Document No.: KET-POL-01 | Revision no.: 1 | Date of issue: 25/03/2021 |
| Author: Operations Director | Approved by: Technical Director | |
| <i>This is a Controlled Copy and should not be duplicated. A printed copy of this document is invalid unless stamped "Controlled Copy".</i> | | |