

Document Title:	QUALITY POLICY STATEMENT		Page 1 of 1
Document Ref:	GAD-2-REV8	File Ref:	GAD-2-REV8- Quality Policy Statement-Website

1. International Tin Association Testing Laboratory is committed to good professional practice and to providing its customers with a high quality laboratory testing service. This is achieved by implementation of laboratory-documented methods and procedures and by constant attention to the service offered to customers.
2. It is the policy of the Chief Executive Officer to support the Quality Manager in the implementation of ISO 17025:2017 & ISO9001:2015 with the continual improvement of Testing Laboratory practices.
3. It is the policy of the Quality Manager to ensure that the Testing Laboratory provides customers with a testing service that at all times comply with the International Standards 17025:2017 & ISO9001:2015 and seek to continually improve the effectiveness of the management system.
4. It is the policy of the Chief Executive Officer to allocate sufficient resources to enable all staff working within the Testing Laboratory to familiarise themselves with all sections of this quality manual and its associated quality system documentation to ensure that they comply with the requirements contained therein.
5. Responsibility for the Testing Laboratory rests with the Quality Manager who is responsible for ensuring that the level of service is maintained to a level guaranteed to ensure customer satisfaction.
6. Only suitable externally provided products and services will be used to ensure quality standards are maintained. This includes equipment and consumables which will only be sourced from reputable suppliers.
7. The overall objectives of the management system are to provide control over all aspects of testing service ensuring that all relevant results are recorded and efficiently processed and are checked to ensure they are correct.
8. The Testing Laboratory will be committed to impartiality and shall not allow commercial, financial or other pressures to compromise impartiality. If a risk to impartiality is identified the Testing Laboratory shall minimize or eliminate the risk.
9. The Testing Laboratory will maintain the confidentiality of any information obtained or created during the performance of Laboratory activities except where required by law or authorized by contractual arrangement.

For International Tin Association Ltd

Helen Prins

Chief Executive Officer