

MAY 2021

LABORATORY QUALITY POLICY



ide

Laboratory Quality Policy

The Management of IDE ELECTRIC undertake to establish and maintain a **QUALITY POLICY** which affects and is the responsibility of each and every member of the laboratory, based on compliance of the following principles:

- Compliance with the reference standard UNE EN ISO/IEC 17025: General requirements for the competence of testing and calibration laboratories.
- Work on the development of new test methods and the continuous improvement of techniques already in place, in order to guarantee that the results obtained comply with the established requirements and the needs of our customers and other interested parties.
- Effectively control all our processes, with special emphasis on relations with our customers, giving priority to the guarantee of confidentiality, satisfaction and the management of complaints and claims.
- Guarantee the availability of highly qualified personnel for the performance of the duties assigned and improve the technical competence of the same through training.
- Guarantee the means, equipment and installations necessary for the laboratory personnel to carry out their work in adequate conditions.
- Always act with responsibility and transparency, guaranteeing impartiality, confidentiality and commitment to customer satisfaction.
- Comply with the applicable legal requirements.
- Maintain control and evaluation mechanisms which permit the identification of areas for improvement in the development of the activities performed.



To implement this Quality Policy, the Management is supported by its organisation, to which it conveys this Policy and the general lines of action, ensuring that it assumes the quality of its work and identifies with the company image, making sure that the staff are aware of the importance of their activities and their contribution to the achievement of the objectives of the Quality Management System.

04 May 2021

A handwritten signature in black ink, appearing to read "Raquel Montañés".

Raquel Montañés
General Management