

Calibration and Validation Laboratory Analysis d.o.o. QUALITY POLICY

Establishing the needs and expectations of its users, the Calibration and Validation Laboratory, Analysis d.o.o., follows, improves and meets the requirements in terms of standards, measurement methods, calibration, as well as monitoring of relevant normative documents and user requirements. Through continuous changes realized within a market that places ever more stringent requirements, limited resources, competitiveness that is difficult to acquire and easy to lose, technologies that become a driver of development and users as true judges of quality, Calibration and Validation Laboratory, Analysis d.o.o. bases its vision on:

- **focus on the quality** of calibration/testing services that fully meets the requirements, needs and expectations of users, and is in accordance with good professional practice
- **qualified, trained and impartial personnel**, competent to perform calibration and testing at any time as per the user's request, and in accordance with their capabilities and pursuant to the adopted standard methods
- **necessary technical equipment** that is functional, controlled and regularly calibrated with proven metrological traceability, which guarantees a standard and consistent laboratory service
- **knowledge and consistent implementation** by all employees of QMS procedures, all in accordance with the requirements of SRPS ISO/IEC 17025:2017
- **quality improvement** that takes place through overall processes in which the quality system according to ISO 9001 is the first phase and a new management tool for achieving total quality
- **continuous efforts** to ensure confidence in the quality of its calibration and testing services
- through the strategy of continuous improvement, continuous implementation of corrective measures aimed at increasing the satisfaction of users of its services with an overall focus on "risk-based thinking" in order to seize opportunities and prevent undesirable results so that the intended results are achieved.

Calibration and Validation Laboratory, Analysis d.o.o. shall avoid any involvement in any activity that would undermine confidence in its competence, impartiality, fairness or business efficiency.

In Belgrade
03 January 2022

General Manager
Nenad Andrejić

