MediCertLab Pleasure of cooperation	Document Code:	MCL_PO_01_02	
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QUALITY POLICY

1. Direction and Scope

The Quality Policy establishes the strategic direction and organisational commitments of MediCertLab Sp. z o.o. concerning the quality of services provided, compliance with applicable requirements and continual improvement of the Integrated Management System.

The objective of MediCertLab Sp. z o.o. is to provide test and analytical results, as well as other service deliverables, within the agreed scope, prepared with due professional care and taking into account the accepted criteria and the purpose of the Service.

This Policy applies to the activities of the testing laboratory, design and training activities, and management and support processes covered by the Integrated Management System. The system is based on the requirements of PN-EN ISO 9001 and, with respect to laboratory activities, takes into account the requirements of PN-EN ISO/IEC 17025.

This Policy constitutes a general statement of direction and organisational commitments. The scope, criteria, performance conditions and liability relating to a specific Service arise exclusively from binding agreements with the Customer, the applicable terms and conditions of service, and mandatory provisions of law.

This Policy does not constitute an offer, a commitment or a separate guarantee concerning the characteristics, completion time, continuity, freedom from errors or outcome of any particular Service. It does not grant rights to third parties or extend the liability of MediCertLab Sp. z o.o. beyond the scope arising from those legal and contractual bases.

Nor does this Policy constitute a guarantee that the Customer will achieve any particular commercial outcome or that the deliverables of a Service will be suitable for a purpose that has not been expressly agreed upon and accepted for performance.

2. Commitments

The Management Board of MediCertLab Sp. z o.o. establishes and maintains organisational arrangements and resources appropriate to the scope of activities and implementation of this Policy.

The Management Board is committed to taking actions, to the extent applicable and proportionate to the nature of the activities, aimed at:

- determining, reviewing and meeting Customer requirements and the legal, regulatory, normative and contractual requirements applicable to the relevant Service;
- planning and performing Services with due professional care, in accordance with the agreed purpose, scope and criteria, and on the basis of available information;
- maintaining organisational and technical conditions that support the competent, impartial and consistent operation of the testing laboratory, and ensuring the validity of results to an extent appropriate to the activities performed;

- planning and maintaining personnel competence and ensuring the availability of resources, infrastructure, equipment, working environment, knowledge and systems appropriate to the current scope of processes and Services;
- fostering a culture of quality and ethical conduct based on accountability, responsible handling of data, leadership by example and open reporting of errors, concerns and opportunities for improvement;
- applying organisational and technical measures to safeguard impartiality and the confidentiality, integrity, availability and traceability of information and service deliverables, according to their nature, significance and associated risks;
- managing processes as an interconnected system and making decisions based on available data and objective evidence;
- addressing risks and opportunities while recognising their different nature, and taking actions proportionate to their potential impact on Customers, service quality, validity of results, business continuity and the effectiveness of the Integrated Management System;
- selecting and monitoring suppliers, subcontractors and partners according to their impact on service quality, validity of results and compliance with applicable requirements;
- assessing the significance of changes in the organisation's external environment, including climate-related issues, for the Integrated Management System and the activities of MediCertLab Sp. z o.o., and taking appropriate action where such issues are considered relevant;
- using feedback, process performance results, audits, assessments, nonconformities and reviews to improve Services and the Integrated Management System;
- continually improving the suitability, adequacy and effectiveness of the Integrated Management System, processes and Services provided.

3. Quality Objectives

The Quality Policy provides a framework for establishing quality objectives at the relevant functions, levels and processes within MediCertLab Sp. z o.o.

Quality objectives are consistent with the Quality Policy, appropriate to the nature and scope of activities, measurable where possible and justified, monitored, communicated and updated as necessary.

When establishing quality objectives, particular consideration is given to the organisation's strategic direction and context, requirements accepted for fulfilment, process performance, risks and opportunities, activities aimed at ensuring the validity of results, competence development and opportunities for improvement.

4. Communication and Maintenance

The Quality Policy is maintained as documented information, communicated to and implemented by persons performing tasks on behalf of MediCertLab Sp. z o.o. to an extent appropriate to their assigned responsibilities, and made available to relevant interested parties.

Each person performing tasks on behalf of MediCertLab Sp. z o.o. is responsible, within the scope of their assigned duties, responsibilities and authority, for the quality of their work and compliance with the requirements applicable to their activities.

The Management Board of MediCertLab Sp. z o.o. ensures that this Policy remains appropriate to the organisation's purpose, context and strategic direction, and updates it whenever changes in activities, the operating environment or applicable requirements affect its content.

This Quality Policy has been established and approved by the Management Board of MediCertLab Sp. z o.o.