

Documet Title **Laboratory Quality Policy**

International Standard Clauses **8.2.2**

Quality Policy

To ensure accurate and timely services for calibration activities, and continuously meet or exceed the expectations of our customers, The Arab Engineers Company is committed to :-

1. Implement, maintain and continually improve the effectiveness of the management system to ensure that ISO 17025 requirements are met on a daily basis for the calibration activities.
2. Maintain the impartiality of its laboratory activities and shall not allow any commercial, financial or other pressures to compromise impartiality.
3. Maintain protection of its customers' confidential information and proprietary rights, including protecting the electronic storage and transmission of results.
4. Ensure that the laboratory staff is fully competent and familiar with the management system policies, procedures and calibration methods.
5. the laboratory management is commitment to achieve the customers satisfaction by achieving the following objectives: -
 - A) Practice the works in a good and professional manner to achieve the quality of its activities while servicing to the customers.
 - B) Ensure that the laboratory' resources are fit for purpose, properly, maintained and are traceable to recognized standards.
 - C) Continually training the laboratory' staff to develop their competence.
 - D) Commitment to comply with the ISO/IEC 17025 standard and continually improve the effectiveness of the management system.

This policy has been issued under the authority of the top management, which reflects its commitment to quality performance. The responsibility of application lies with all the laboratory staff. The quality policy and quality objective statements are clearly communicated to understand by and are made available to laboratory personnel and are reviewed in a periodical manner for their effectiveness and continuing suitability.

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AEES General Manager

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