



Quality Policy Statement

Poulpharm's laboratory is committed to continual improvement of processes and services to achieve ongoing customer satisfaction and to ensure credibility and impartiality of tests results, maximum fulfilment of customers' requirements for quality and service.

To fulfil as stated above, we have implemented a quality system according to ISO 17025:2017. It is therefore our policy to:

- Ensure the test methods selected are up to date and fully validated as fit for purpose to ensure the accuracy and reliability of our test results.
- Ensure that all personnel are competent and qualified for the tasks they perform, and that alle personnel familiarize themselves with quality system documentation in order to implement the policies and procedures in their work.
- Ensure continually improving profession competence of employees.
- Ensure that all employees are and will be impartial when performing activities related to the operation in the laboratory.
- Ensure equipment used is fit for purpose, properly maintained and calibrated and where possible, measurements are traceable to recognised standards.
- Ensure the maintenance and continually improvement of the quality system according to ISO 17025:2017 and to continually seek improvements in the effectiveness of the quality system.

The management of the laboratory hereby undertakes that the effectiveness of the planned measures will include validation by comparing the results achieved with the experiment compared with the theoretical calculation. The management of the laboratory will continuously take steps to ensure the necessary level of resources for the implantation of this quality policy.

Lab Manager

Hanne Vanderstraeten

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Quality Manager

Colette Fierens

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