The quality system described in the MQ/001 manual has been developed by the CEMB laboratory for the conduct of the activities related to the tests on customer products in order to ensure compliance with standard UNI CEI EN ISO/IEC 17025: 2018, as well as the provisions of the regulatory authorities (e.g. laws, directives, circulars, etc.), as well as the provisions of the accreditation bodies and compliance with applicable regulations.

The CEMB laboratory, with the help of the Quality Management System, aims at customer satisfaction in terms of service rendered intended as traceability of measurements, competence and impartiality/confidentiality of personnel, adequate instrumentation, continuous regulatory updating and in terms of time and costs, tending to rationalize the organization in order to improve the efficiency of the service in compliance with the regulations applied.

The CEMB laboratory, in the context of the development and strengthening of its project and mission, considers it essential to ensure a high level of quality in the development and implementation of the activities and services offered to the market in order to better meet the needs and specificities of customers.

From the beginning, the CEMB laboratory decided to adopt precise rules of conduct and implement a Quality Management System in accordance with the requirements and recommendations of standard UNI EN ISO/IEC 17025 in its current version.

Laboratory Management shall:

- Manage any conflicts of interest or risks of any nature that may arise in the performance and/or management of the activities of competence and of the laboratory;
- Ensure the utmost objectivity in its assessments and verifications, avoiding any prejudice that could adversely affect the laboratory's work;
- Apply disciplinary measures in the event of non-compliance with impartiality;
- Not to apply commercial, financial or other pressures that undermine impartiality.
- Periodically identify any risk of impartiality related to the activities carried out by the laboratory or its reports, or from the reports of its personnel.
- Where a risk to impartiality is identified, define appropriate actions to eliminate or minimize that risk.
- Implement a policy on safeguarding impartiality by ensuring that it is understood at all levels of the laboratory organization, by implementing good business practices to be respected by internal staff
- Ensure appropriate conflict of interest management to ensure objectivity of laboratory testing functions; able to identify, analyse and manage conflicts of interest with respect to impartiality.
- Act in a systematic manner to prevent and respond to any threats to its impartiality arising from the actions of other parts of the organization, persons outside the organization, subcontractors, unrelated bodies or other bodies or organizations.
- Maintain a professional environment and an appropriate culture in the organization to support behaviour consistent with the impartiality of all staff
- activate and maintain all procedures and behaviour to prevent the occurrence of problems and errors rather than intervening retrospectively to correct them, by operating at every stage of the business processes that have an impact on the expected and expected final quality of services in a controlled and documented manner;

- regularly report, through all available channels, the qualitative and quantitative objectives that the company intends to achieve through shared performance indicators. Therefore the organization is directly involved in raising awareness, organizing and coordinating all business functions that contribute to the development, maintenance and continuous improvement of quality;

- prepare specific declarations of commitment to confidentiality, independence and safeguarding impartiality, to be signed by ALL employees and any external collaborators, at the time of the contract/assignment with the laboratory.

- ensure confidentiality of all information collected in the course of its activities and the protection of property rights.

Each person working with the CEMB laboratory:

- is an active and indispensable part of the organization and business processes in which it is involved, and as such must feel responsible for achieving these objectives and for the continuous improvement of the activities carried out by the company;

- must operate in accordance with the impartiality and confidentiality of contractual regulations and applicable laws.

The use of networked computer hardware/software media of repetitive operations in order to focus operators' efforts on continuous improvement in the implementation of service activities; this is an important objective for CEMB, which has been developing this strategy for years.

The Quality Manual describes the organization and the areas in which the quality system applies and set out the specific responsibilities of persons whose function has an influence on the quality of service. Management believes that the quality system is understood and applied at all levels of the company. The MQ/001 manual completed with the management and technical procedures constitute the quality system of the laboratory.

The Management has entrusted the Quality Assurance Manager with the authority to:

- Set up the laboratory quality system;
- Verify the adequacy of the quality system;
- Identify any quality issues;
- Originate, recommend or provide solutions to quality problems;
- Verify the adequacy of the solutions;
- Monitor the further development and consequences of non-compliant parts and unsatisfactory conditions until an appropriate solution has been put in place.

The management of the laboratory undertakes to provide all the means necessary for the implementation and continuous improvement of the quality system.
The laboratory management also confirms its commitment to ensure good professional practice and to guarantee the quality of the tests offered to customers.

The laboratory management has entrusted the SGQ Manager, their direct dependence and from whom they receive the results directly, with the full autonomy, authority and responsibility necessary, in collaboration with all the managers of the laboratory, to ensure the implementation of the company quality system in accordance with standard UNI CEI EN ISO/IEC 17025 and to monitor its correct application in the company.

Laboratory management is responsible for ensuring the impartiality of laboratory activities and is committed to preventing commercial, financial or other pressures from compromising impartiality. Management shall periodically identify any risks to the impartiality of the laboratory, which shall include risks arising from the activities of the laboratory, its reports, or from the reports of its personnel.

The Quality Policy is defined by the Quality System Regulation governed by the Quality Manual and the Company procedures. Data on the company's commitments and objectives for the quality of the services provided are defined at management reviews and documented in the relevant minutes.

The QMS Manager verifies through scheduled and/or extraordinary audits, the results of which are reported to Management, that the Company and Quality Improvement objectives approved by Management are understood, supported and implemented by all employees at all levels of the Company.

The level of quality achieved in all laboratory activities is monitored through internal audits, collection and analysis of complaints, evaluation tests, intra-laboratory tests and participation in proficiency testing circuits.

The management is directly engaged with full responsibility and readiness to implement the company’s quality system and continuous improvement.

Particular attention is paid to the expectations of customers by analysing their reports and complaints, adopting appropriate solutions and satisfactions, and looking for new tools for the future aimed at increasing the satisfaction of their expectations.

The management is aware of the importance of full involvement of staff at all levels and shall comply with the commitment to disseminate the Quality Policy, through meetings, distribution of Quality and Procedures Manual to managers, dissemination of Quality System and Business Activity Improvement programs and other appropriate activities.

Every effort to improve quality is a commitment fully shared and supported by laboratory management.

Mandello del Lario 10/04/2024

The Management