MANAGEMENT RESPONSIBILITY

1.0 QUALITY POLICY

1.1 Top management is committed to the development and implementation of the quality system and the improvement of its effectiveness. This is shown by the importance of customer satisfaction in the organization as evidenced in QP-1400 & QP-2000.

1.2 Management ensures that the Quality Policy is understood, implemented, and maintained at all levels of the organization and that quality objectives are established. The quality policy is appropriate to the organization, shows a commitment to continual improvements, and provides a framework for establishing and reviewing the quality objectives. The quality policy will be reviewed for suitability during the management review.

1.3 Established quality objectives are measurable and relative to the quality policy.

1.4 Laboratory Policies and Quality Manual Appendix B (QM-B), is provided for branches attaining accreditation to ISO/IEC 17025. QM-B defines The Company’s laboratory Quality Policy and general Operating Policies.

2.0 ORGANIZATION

2.1 The interrelationship of personnel managing and performing work is outlined in the company organization chart (see QP-0110).

2.2 Responsibilities and authority are defined throughout the documented Quality Procedures and are summarized in the Organizational Responsibilities procedure (see QP-0110).

2.3 All employees have the organizational freedom and authority to:

- Prevent the occurrence of any corrective action (i.e. problems relating to customer service, purchased product and service, and internal processes).
- Identify and record any corrective actions.
- Identify, recommend and initiate solutions to corrective actions.
- Verify the effective implementation of solutions.
- Control further service execution until corrective actions are effectively resolved.
3.0 RESOURCES

3.1 The President is responsible to provide adequate resources for implementation and maintenance of the quality system and promotion of continual improvement with the goal of customer satisfaction.

3.2 Personnel are competent based on appropriate education, training, skills, and experience (QP-1800).

3.3 Managers are responsible to provide resources and trained personnel for the performance of work.

4.0 MANAGEMENT REPRESENTATIVE

4.1 The President assigns a Management Representative who has the authority to ensure the effective implementation of the quality system and the responsibility to report on the performance of the quality system and to promote a customer-focused organization.

4.2 Quality Assurance Managers are assigned to assist the Management Representative at their respective locations on matters involving the quality system.

4.3 The Management Representative and Quality Assurance Managers serve as liaisons with external parties on matters relating to the Quality System.

5.0 MANAGEMENT REVIEWS

5.1 The Management Representative and Quality Assurance Managers conduct periodic reviews of the Quality System to ensure its suitability and effectiveness. The intervals, topics covered, personnel involved, and records maintained are defined in Management Review (see QP-0100).

6.0 CONTINUOUS IMPROVEMENT

6.1 The goal of the quality system is continuous improvement of system effectiveness. The tools used to accomplish this goal are the quality policy, quality objectives, audit results, data analysis, corrective and preventive actions and management review.

7.0 RECORDS

7.1 Management Review records are retained as defined in QM Section 16.