

Quality Policy Statement

The R and D laboratory is committed to provide testing that meets both the needs of the customers and the requirements of ISO/IEC 17025 and to continually improve the effectiveness of the management system. Testing results are reported within stated limits of accuracy, precision, and detection limits as described in the methods used for analysis, and are internationally accepted.

- a) The R and D laboratory is committed to the twelve principles of Ethical Conduct which define the obligations of public servants. The laboratory management and personnel are committed to perform quality activities to assure integrity, accuracy, precision, reliability and timeliness of the data.
- b) The laboratory's standard of service for the testing program is defined by the ISO/IEC 17025 requirements, R and D laboratory needs included as part of the laboratory methods, established and maintained documented procedures for laboratory operation based upon consensus methods (manufacturer's instructions or customer specified) for testing to provide internationally accepted valid test results via accredited test services.
- c) The objectives of compliance to such standards are to:
 - attain and maintain a recognized level of competence in specific tests/ techniques in order to satisfy customers' requirements.
 - maintain the accreditation achieved in serology laboratory in C-ELISA (CBPP and CCPP), 3ABC ELISA (FMD), Rose Bengal plate test (Brucellosis), and PPR competition ELISA;
 - continually improve the quality management system and the services to the customers to achieve a year on year increase of 5% customer satisfaction from existing average satisfaction;
 - increase the scope of accredited testing to 20-30% within the next 3 years;
- d) Laboratory staffs are trained on the management system and technical requirement to ensure their familiarity with the system. The implementation of the quality policies and the management system procedures is evidenced by the manner in

which work activities are conducted and by the generated required records which are monitored through scheduled internal audit and management review.

- e) The Rand D laboratory is committed to laboratory accreditation according to the requirements of ISO/IEC established in its policy and evidenced by the approval of General Manager.