

## Quality Policy Statement

We strive to provide the highest quality data achievable by:

- Describing clearly and accurately all activities performed; documenting “real time” as the task is carried out; understanding that it is never acceptable to “back date” entries and should additional information be required at a later date, the actual date and by whom the notation is made must be documented.
- Providing accountability and traceability for each sample analyzed through proper sample handling, labeling, preparation, instrument calibration/qualification/validation, analysis, and reporting; establishing an audit trail that identifies date, time, analyst, instrument used, instrument conditions, quality control samples (where appropriate and/or required by the method), and associated standard material.
- Emphasizing a total quality management process which provides accuracy, and strict compliance with agency regulations and client requirements, giving the highest degree of confidence; understanding that meeting the requirements of the next employee in the work flow process is just as important as meeting the needs of the external client.
- Providing thorough documentation and explanation to qualify reported data that may not meet all requirements and specifications, but is still of use to the client; understanding this occurs only after discussion with the client on the data limitations and acceptability of this approach.
- Responding immediately to indications of questionable data, out-of-specification occurrences, equipment malfunctions, and other types of laboratory problems, with investigation and applicable corrective action; documenting these activities completely, including the reasons for the decisions made.
- Providing a work environment that ensures accessibility to all levels of management and encourages questions and expression of concerns on quality issues to management.

We each take personal responsibility to provide this quality product while meeting the company's high standards of integrity and ethics, understanding that improprieties, such as failure to conduct the required test, manipulation of test procedures or data, or inaccurate documentation will not be tolerated. Intentional misrepresentation of the activities performed is considered fraud and is grounds for termination.

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date