

Terra Laboratory Services quality policy outlines the framework and commitment for ensuring high-quality and reliable results in laboratory operations. It serves as a formal declaration of the laboratory's goals, practices, and procedures to meet regulatory standards, maintain quality assurance, and achieve customer satisfaction. The policy is typically guided by relevant standards such as ISO/IEC 17025:2017 or similar regulatory body requirements.

Laboratory Quality Policy

The laboratory is committed to providing accurate, reliable, and timely results for all tests and analyses performed. We will continually improve the quality of our services through the following principles:

- **Compliance with Standards:** Adherence to applicable international standards and regulatory requirements, including ISO/IEC 17025:2017, to maintain the highest level of quality assurance in all operations.
- **Accurate and Reliable Results:** Implementation of rigorous testing methodologies and controls to ensure that results meet or exceed customer expectations and industry standards.
- **Continuous Improvement:** Fostering a culture of ongoing improvement by regularly evaluating laboratory processes, implementing corrective actions, and enhancing employee skills through training and professional development.
- **Customer Satisfaction:** Focus on meeting customer requirements and ensuring that results are delivered in a timely, transparent, and professional manner.
- **Risk Management:** Identifying and mitigating risks that may affect the accuracy, integrity, and timeliness of results through preventive actions and effective resource management.
- **Quality Assurance:** Establishment and regular review of quality control procedures to guarantee the consistency, reliability, and accuracy of all laboratory activities.