
AL ETIHAD GOLD FZCO LABORATORY POLICY

Al Etihad Gold Laboratory is committed to **providing quality products and services** to our customers by:

- Ensuring that customers, employees and societal interests are prioritized and focused on providing the services at the best overall value
- Maintaining accuracy, precision, and reliability of sampling and testing services through maintaining standards equipment and reference materials.
- Maintaining competence, impartiality, confidentiality and consistent operation of laboratory activities.
- Establishing good professional practice and providing quality services to customers.
- Maintenance of a laboratory management system for our laboratory sampling and testing activities in accordance with ISO/IEC 17025.
- Encouraging and welcoming customer feedback to proactively improve our performance and quality of services.
- Ensuring our personnel are properly trained and they serve customers in a better way and are familiar with documentation requirements for laboratory management system.
- Complying with ISO/IEC 17025 and continually improving the effectiveness of the management system through regular review for continual improvement of our process and system.
- Committing to continual improvement of our work practices and the provision of a safe work environment.