

LAB. INSTRUMENTS S.r.l. has developed an Integrated Management System compliant with the standards UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI EN ISO IEC 17025:2017, and UNI EN ISO 17034:2016.

- The Management considers the Integrated Management System as a formal set of documentation that outlines processes, procedures, responsibilities, and the corporate strategy for achieving the quality policy, which explicitly ensures:
- Compliance of processes with the reference regulatory framework;
- Quality of products and services;
- Environmental protection, health, and safety of personnel;
- Gender equality and respect for individuals, in a perspective of economic, social, and environmental sustainability.

To meet the needs of all stakeholders, Lab. Instruments Srl has chosen to:

- Commit to meeting regulatory requirements and complying with adopted standards;
- Identify and apply Risk Assessment methodologies to the entire corporate organization;
- Operate in compliance with laws, ethical principles, contractual provisions, and social responsibility towards employees, customers, and the community;
- Provide the necessary resources for the maintenance and improvement of its Management System;
- Involve all personnel in the implementation of the Management System, enabling full awareness and implementation of the policy and objectives, analyzing "Risks," and identifying "Opportunities";
- Promote research and development, technological innovation, digitalization, Industry 4.0 transformation, implementation of Artificial Intelligence (AI), integration of new technologies to improve working conditions, increase production efficiency, shareholder and investor satisfaction, and company growth through commitment to asserting itself in international markets;
- Consolidate and improve the application of confidentiality and impartiality principles, also through the implementation of "Decision Rules" manageable automatically (AI) by Laboratory Information Management System software;
- Pursue "Continuous Improvement" in processes to improve the quality of products and services offered;
- Maintain compliance with test execution, pursue process efficiency by maximizing assets, economic and energy resources, and, above all, the "Human Heritage" made up of individuals with specific skills, the result of continuous training and updating, and "Smart Work";
- Improve internal communication processes by implementing social-like company communication groups;
- Increase the visibility of the company through the development of a corporate website, promotional videos, explanatory video animations, e-commerce platforms, B2B and B2C management software, participation in national and international fairs, exhibitions, thematic workshops, even proactively, such as organizing "Vendor Sessions";
- Improve communication processes with stakeholders by paying attention to feedback, including any complaints, committing to their effective and efficient resolution, and, if necessary, the implementation of "corrective actions" and anything else necessary to "mitigate the risk" of a "non-conformity" recurring;
- Promote the voluntary adoption of management systems and undergo third-party audits or verifications by Certification Bodies for various sectors/application fields, etc., in which the company is interested in demonstrating, to all national and international stakeholders, the conformity of its processes, products, and services, and, last but not least, conformity in practice with the declared behavioral, "Vision," and "Mission" principles;
- Aim, through third-party auditors, for the issuance of reports confirming the results of the conducted control and evidence in relation to the verified requirements, including compliance with the reference standards for which the company pursues the relevant accreditations and certifications to foster "trust" in the corporate organization;
- Implement this "Quality Policy" keeping it constantly updated through periodic "Management Reviews" to ensure that it is constantly adapted to the purposes and internal and external context of the organization;
- Optimize energy resource consumption and promote the implementation of renewable energy source plants;
- Monitor and constantly improve performance by adopting systems that minimize environmental impact and risks;
- Review health and safety objectives to prevent employee accidents, incidents, and occupational diseases and monitor the organization's performance on such issues, using all necessary supports aimed at prevention and/or reduction of all kinds of risks;
- Hold periodic prevention meetings, in accordance with art. 35 of Legislative Decree 81/08 and subsequent amendments, upon the simple request of the RLS;
- Communicate this "Quality Policy" to all personnel and stakeholders and review it periodically.