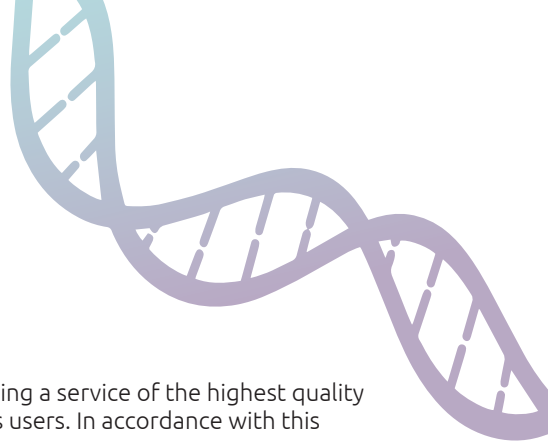




Quality policy

orthern Ireland, Republic of Ireland and Mainland UK. FCL is committed to providing a service of the highest quality and shall be aware and take into consideration the needs and requirements of its users. In accordance with this commitment FCL aims to implement the Quality Policy by:

In accordance with this commitment FCL aims to implement the Quality Policy by:

- Ensuring the policy is appropriate to the purpose of the organisation.
- Including a commitment to good professional practice, examinations that are fit for intended use, compliance with the requirements of ISO 17025 and continual improvement of the quality of the laboratory services.
- Conducting all activities with honesty, integrity, and impartiality, maintaining confidentiality, and avoiding conflicts of interest to uphold the trust and confidence of our customers and stakeholders.
- Ensuring that the quality policy is communicated to all personnel and that they are familiar with the contents of the Quality Manual and all procedures relevant to their work.
- Setting quality objectives.
- Operating a total quality management system that integrates organisation, management, procedures, processes and resources.
- Providing advice and implementing policies that ensure proper sample collection, transport, preparation, identification, storage and disposal.
- Careful attention to operations management and turnaround times, to ensure timely and confidential reporting of accurate results.
- Sustaining a continuous improvement program.
- Implementation of internal quality control, external quality assessment, audit and assessment of user satisfaction to continuously improve the quality of the service.
- Recruiting of staff, training and development at all levels to provide a competent, effective and efficient service to its users.
- Annual review of the Quality Policy and Management System to ensure its ongoing suitability and effectiveness.
- Identifying, assessing, and managing risks associated with our activities to enhance the reliability and validity of our testing services.

This policy statement reinforces to both our customers and staff the commitment that management of FCL has to high standards of quality compliance and service.

Signature & Date:

 01/07/2025

Name and position of signatory:

Morteza Afrasiabi- Managing Director

170-CL
Revision (1)
10-Apr-2024

