

LABORATORY QUALITY POLICY

24.07.2024

Kortek Test Laboratory, within the scope of the TS EN ISO/IEC 17025 standard – General requirements for the competence of testing and calibration laboratories, is committed to implementing a neutral, fast, efficient, continuous, accurate, consistent, reliable, and independent policy in line with its strategic plans and objectives, complying with current legislation and quality requirements.

In this context, Kortek Test Laboratory undertakes to provide services of a level and quality that meet the requirements of national and international standards, both to its clients and the authorities it is affiliated with.

Kortek Test Laboratory Management commits to:

- ✓ Ensuring that all personnel read, understand, and comply with the Quality Policy and Objectives,
- ✓ Promoting full participation of employees with team spirit to achieve the goals and objectives of the laboratory, and establishing the necessary working environment accordingly,
- ✓ Accurately analyzing current and future stakeholder expectations and achieving the highest level of satisfaction,
- ✓ Operating in compliance with applicable laws, regulations, and professional ethical principles,
- ✓ Ensuring the protection of confidential information and proprietary rights of clients, securing the integrity and delivery of test results,
- ✓ Not disclosing client information to third parties without the client's written consent,
- ✓ Ensuring that all personnel adopt and implement the quality policies, understand their responsibilities, and remain free from any internal or external pressure that could negatively affect their decisions or the quality of their work,
- ✓ Supporting the participation of personnel in domestic and international training programs to meet customer demands within the framework of relevant legislation,
- ✓ Providing necessary training and promoting employee participation, motivation, and communication to improve staff competence,
- ✓ Ensuring that employees at all levels do not engage in any activity that could compromise or weaken the institution's competence, integrity, and independence,
- ✓ Organizing procurement processes for goods and services that impact test/analysis quality, ensuring technical adequacy,
- ✓ Fulfilling responsibilities regarding the development, implementation, and continuous improvement of the effectiveness of the quality management system,
- ✓ Always being open to innovation without compromising on quality, and adopting continuous improvement and excellence at every level as a fundamental principle,
- ✓ Being a reliable, honest, impartial, confidential, continuously improving, and scientifically driven organization through the quality of its duties and services,
- ✓ Ensuring a continuously improving level of service by providing an environment that meets quality standards, and by developing and sustaining the existing infrastructure and human resources,
- ✓ Carrying out all necessary activities for the adoption and implementation of these quality policies, and taking internal and external quality assurance measures.

The organization is committed to executing all required actions to ensure the adoption and implementation of these quality policies, and to establishing internal and external quality assurance measures accordingly."

Firm Manager
Koralp KARADAĞ

