



Our laboratory is committed to good professional practice, continual improvement of processes and services to achieve customer satisfaction. Therefore, our policy is to;

- a) Consistently provide quality test services that satisfy the expectations of our customers and regulatory requirements;
- b) Ensure that all personnel are competent and qualified for the tasks they perform, and that all personnel familiarize themselves with quality system documentation in order to implement the policies and procedures in their work, to continually improve the quality management system and to satisfy standards acceptable to most industrial entities;
- c) IFTL places the highest importance on integrity and impartiality of its testing services.

IFTL strives to achieve the highest levels of client confidence through competency of analysts and staff; openness regarding testing process and analysis; commitment to maintaining confidentiality where appropriate; high level of customer service and responsiveness; and conducting services in an impartial manner.

- d) Professionally and effectively perform test services to produce accurate and precise results that are in tandem with customers' requirements;
- e) The management and staff shall also undertake to ensure that all activities are conducted in accordance with the company documented procedures and comply with the requirements of the ISO/IEC 17025:2017 standard to guarantee quality test services;

and

- f) The goal to encourage active participation of all employees in quality planning and continual improvement efforts to meet all quality, service and cost objectives.

The quality policy is displayed in INTERFIELD LABORATORIES LTD offices and posted on INTERFIELD LABORATORIES LTD website.

