



Chemtos Quality Policy Statement

The overall objectives for the laboratory are outlined in this Quality Policy Statement and are evaluated annually during the Management Review process. The policies and procedures necessary to carry out the Quality Policy are documented in the SOP Manual.

Policy: To deliver high-purity compounds with comprehensive CoA for use as reference standards and to consistently meet or exceed the requirements and expectations of our clients.

The policy is achieved through:

- a) *Management and staff commitment to provide excellent professional service to our clients:*
 - Reference standard compounds are custom-synthesized to highest possible purity levels and within the duration promised to the client.
 - Certificate of Analysis for reference standards are based on analysis in accordance with stated methods, laboratory policies and procedures and the client's requirements. Any exceptions that may jeopardize the validity of the results are clearly communicated with the client in a timely manner.
 - A Quality System based on the concepts of Good Laboratory Practices and ISO 34:2009(E) is utilized. The standards are adapted and to extent feasible, given our client's requirements for Certified Analytical Reference standards.
 - The effectiveness of the management system is continually evaluated and improved.
- b) *Our Standard of Service:*
 - Client satisfaction.
 - Results meet client's quality and accuracy requirements.
 - Project completion time commitments are achieved.
- c) *The Quality Control Program* in place to monitor the quality of test results reported in Certificate of Analysis (CoA). It includes:
 - Use of properly Calibrated instruments for every analysis.
 - Analysis by multiple analytical techniques for corroboration.
 - When applicable, provide uncertainty limits for the values reported.
 - Peer review to confirm data interpretations and calculations reported in CoA.
 - QA review of CoA prior to release.
- d) *Personnel:*
 - Laboratory personnel know their parts in the Quality Policy and implement it in the workplace.
 - They are provided with the knowledge, training and tools necessary to, independently and without any prejudice, perform laboratory operations and testing.