



Environmental Division

MANAGEMENT SYSTEM QUALITY POLICIES AND OBJECTIVES

ALS management is committed to good professional practice, a superior level of service and quality in its testing activities. ALS services and business practices exceed the industry norm, and the management system is designed to comply with the requirements of ISO/IEC 17025:2005, the program requirements of all applicable accrediting bodies, and to satisfy the needs of clients, regulatory authorities, and organizations providing recognition. All staff are required to be familiar with ALS quality documentation and to implement its policies and procedures in their work. ALS management is committed to complying with these policies and to continually improve the effectiveness of the management system.

The policy objectives of the quality management system for the Environmental Division in Canada are:

- ALS protects its customers' confidential information and proprietary rights, including protecting the electronic storage, and transmission of results.
- ALS avoids involvement in activities that would diminish confidence in its competence, impartiality, judgment or operational integrity.
- ALS issues a quality policy statement under the authority of senior management that complies with the policy requirements of ISO/IEC 17025:2005. The policy statement includes measurable objectives that are reviewed during management reviews.
- ALS reviews requests, tenders and contracts to ensure the requirements and test methods to be used are adequately defined, documented and understood, the laboratory has the capability and resources to meet the requirements, and that selected test methods meet the customers' needs.
- ALS controls the selection, purchasing, reception and storage and handling of supplies and services that affect the quality of tests.
- ALS resolves complaints received from any source, and maintains records of each complaint and the investigation and corrective actions taken.
- ALS identifies, controls and documents nonconforming work and defines the responsibility and authority for stoppage and resumption of work, and for the evaluation of significance. Correction, evaluation, and customer notification are initiated where applicable.
- ALS designates appropriate authorities for implementing corrective action when nonconforming work or departures from policies and procedures in the management system or technical operations have been identified.
- ALS management identifies training needs and provides training to personnel that is appropriate for present and anticipated tasks. The effectiveness of training actions is evaluated.