

Quality Policy Statement

Our most important purpose, as the Székesfehérvár site (hereinafter: Laboratory) of Kromat Műszerforgalmazó Ltd. (hereinafter: Kromat Ltd.), which is an independent laboratory established by Kromat Ltd., is to perform continually and trustworthily high-standard activities for customers supporting their professional and market developments, to which the management of Kromat Ltd. and Laboratory provide the required financial, personnel, material and environmental conditions.

The entire staff of the Laboratory and the management of Kromat Ltd. are committed to perform tests that fully satisfy the customers' needs and comply with high-level professional practice.

The quality policy aspects necessary for this are the following:

- the management of Kromat Ltd. and the Laboratory undertake to operate a quality management system in the Laboratory that complies with the MSZ EN ISO/IEC 17025:2018 standard, the requirements of the National Accreditation Authority, the demands of the customers, as well as the regulations and laws of the regulatory authorities.
- the management of Kromat Ltd. and the Laboratory acknowledges the fundamental importance of the defined rational and continuous development in the quality management system by evaluating the risks and the methodical and thorough investigation of the experienced deviations, and does everything to ensure this.
- the management of Kromat Ltd. and the Laboratory require all Laboratory employees working in accredited areas to know, properly apply, and proactively develop the quality management system.
- all employees of the Laboratory perform clearly defined tasks under controlled conditions. They are responsible for the quality of their work and have the appropriate conditions, technical conditions, training and authority for this.
- the management of Kromat Ltd. and the Laboratory annually evaluate and reviews the quality objectives and the quality policy aspects aimed at achieving them.

In order to achieve the quality objectives and comply with the quality policy, the management of Kromat Ltd. and the Laboratory ensures:

- that the documentation of the Quality Management System in accordance with the MSZ EN ISO/IEC 17025:2018 standard contains the scope of activities established in the Laboratory, the connections between them, the methodological, procedural and quality management regulations that guarantee the modernity, quality and reliability of the tests in a way that is accessible to all employees;
- appropriate number of staff with appropriate qualification (competence), who are impartial in terms of the performed tests, and who participate in professional trainings;
- the appropriate technical and calibrated state of instrument and devices, the availability of physical resources that meet professional and accreditation requirements and are in line with changes in test requirements;
- environmental conditions that satisfy the quality management, professional and customer requirements of the tests, the continuous protection of the laboratory infrastructure, the internal order and the related workplace hygiene;
- all the conditions necessary for safe work and the health protection of employees;
- the supervision and up-to-date maintenance of the Quality Handbook, and that the functionality of the Quality Management System is maintained during the planning and implementation of changes to the system, as well as that the personnel has to know and follow the quality objectives and procedures established in the Quality Handbook;

- confirmation of the reliability of test results in domestic and international proficiency tests or by other external means;
- continuous informing of the staff about the effectiveness of the management system and the importance of meeting customer requirements, as well as about issues affecting the Laboratory;
- customer-driven staff in order to meet the expectations of the customers as good as possible;
- the protection of confidential information and proprietary rights related to the customer that came into the Laboratory or was created there.

The management of Kromat Ltd. and the Laboratory further declares that

- the Laboratory is independent from other organizational units of Kromat Ltd., manufacturers, distributors and is also impartial from them;
- the Head of Laboratory is a senior manager of Kromat Ltd., who is empowered to make decisions as employer and can sign documents regarding financial matters in the Laboratory site;
- the Laboratory avoids participating in any activity that would reduce confidence in its proficiency and impartiality;
- is committed to the development of the management system and continuously improves its effectiveness;
- continuously identifies risks to impartiality arising from its activities, relationships or those of its staff;
- void from any internal or external commercial, financial or other pressure and influence that could adversely affect the professionalism of the work;
- ensures that the salaries of employees do not depend on the number of tests performed and the results of the tests;
- ensures the impartiality of the personnel performing the test and prevents them from being improperly influenced;
- considers it of primary importance that the staff have the appropriate qualifications and skills to perform accredited tests, knows the quality management system and quality management documents, and perform their work in accordance with what is described in them.

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