

4.2 MANAGEMENT SYSTEM

4.2.1 Laboratory Quality Policy

ABC Laboratory management is committed to good professional practices and to always achieve a high level of product testing quality in order to provide excellent and reliable testing results and services to the customers in the cementimes industries.

The management believes in providing continual training and upgrading to enable every staff to be committed and competent in his services to the customers in order to achieve a high standard of service and customer satisfaction.

The developed quality management system used by the laboratory is to ensure quality in all tests and related activities resulting in accurate, consistent and reliable results. To this end, all laboratory personnel concerned with testing and calibration activities are required to familiarize themselves with all the quality documentation and implementation of the policies and procedures in their work.

The management ensures adequate resources are provided and relevant controls are implemented in the quality processes to ensure continual improvement in the effectiveness of the management system and compliance to the Standard, MS ISO/IEC 17025, thus bringing the laboratory towards testing excellence in the cementimes industries. *(Please note: for calibration laboratory, change all 'test' and 'testing' words to 'calibration' and calibrating appropriately)*

Laboratory Manager

4.2.2 Laboratory Quality Objectives

We are committed to meet the needs and expectation of our customers at all times. Our established Quality Objectives which shall be reviewed during management review are:

- (a) Understand the requirements of the customers (internal and external);
- (b) Understand quality and reliability as our first priority in all test results;
- (c) Ensure all staff understand the purpose of the management system related to quality;
- (d) Provide the best of services in order to meet the customers' needs and expectations;
- (e) Provide consistently accurate and reliable test results;
- (f) Provide continually training to our employees to enhance their skills, knowledge and technical competency;
- (g) Continually improve the effectiveness of the management system; and
- (h) Instill a need for continual improvement in everything we do.

4.2.3 Assessment Bodies

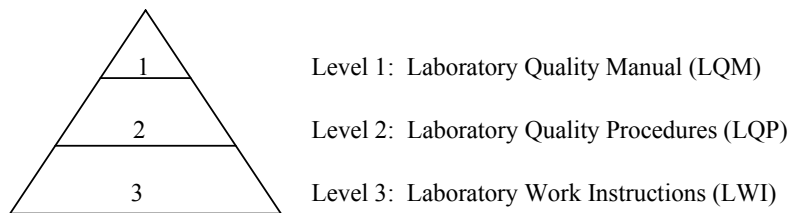
The ABC Laboratory shall be accredited to the "Skim Akreditasi Makmal-makmal Malaysia" (SAMM) under the Department of Standards Malaysia (DSM)

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<i>Managing Director</i>	<i>This document is the property of ABC Laboratory Sdn. Bhd.</i>	<i>Laboratory Manager</i>

4.2.4 Aims and structure of management system

4.2.4.1 The aims of the laboratory’s management system are to achieve its Quality Policy and Quality Objectives via an establishment of a systematic and effective **management system** fulfilling the requirements of S1 SAMM standard to meet the business needs of the company.

4.2.4.2 The **management system** practiced by the laboratory is documented into three levels:



4.2.4.3 The LQM defines the overall company quality policy, the mandatory operational policies, the quality roles and responsibilities of the key laboratory personnel and the general requirements of all the elements stipulated under S1.

4.2.4.4 The LQP defines the operating responsibilities of the laboratory personnel and the procedures by which the laboratory operates in support of the mandatory policies outlined in the LQM.

4.2.4.5 The LWI defines the detail operating instructions in support of the procedures. This may include instructions for test methods, in-house calibration instructions, instructions found in instrument manuals or operating instructions, reference standards, diagrams and supporting forms.

4.2.4.6 The Chemist in conjunction with the Laboratory Manager shall be responsible for developing, implementing, controlling, revising, updating, replacing, distributing and compiling all documentation in accordance to the procedure (1).

4.2.4.7 The Laboratory Manager shall ensure evidence of commitment to the development and implementation of the management system in the laboratory be provided, including continually improving its effectiveness.

4.2.4.8 The Laboratory Manager shall ensure proper communication to all laboratory personnel concerning the importance of meeting:

- (i) customer requirements
- (j) statutory and regulatory requirements.

4.2.4.9 The Laboratory Manager shall ensure the integrity of the management system remains intact when changes have been planned and implemented.

(1) Refer to LQP 010 Document Control Procedure

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