

QUALITY POLICY

Hiyoshi India Ecological Services Private Limited is committed to provide accurate, unambiguous & high-quality test results by using appropriate test method and gives paramount importance to the adherence of quality standards in all its operation and selected test methods are latest version of National and International standards to ensure the accuracy and reliability of the test results.

Laboratory management system is committed to impartiality and to safeguard impartiality.

Consistently meet the customer requirements and expectations in terms of turn-around time, sample collection and ensure the reliability of service.

Laboratory ensures that all the personnel are competent to perform the assigned duties and work in accordance with the laboratory's management system.

Laboratory shall provide opportunities for all the personnel to extend their knowledge through continuous training.

Laboratory management system shall consistently comply with the requirements of IS/ISO/IEC 17025:2017 to ensure quality testing services, and to continually improve the effectiveness of the laboratory's management system.



Shunkei Ko

Director

Date: 18.02.2019

Place: Chennai

Testing Unit:

Hiyoshi India Ecological Services Private Limited
Module No: 201 & 202 (Phase 1, 2nd Floor), TICEL Biopark Ltd.,
Taramani Road (CSIR Road), Taramani, Chennai - 600 113, India.

Hiyoshi India Ecological Services Private Limited achieves the committed quality policy through the following quality objectives

Ensure the continual development, implementation and maintenance of the quality management system and to continually seek improvements in the effectiveness of the quality management system that complies with the requirement of IS/ISO/IEC 17025:2017.

Meet customers' requirements in terms of turn-around time, report results accurately and unambiguously, sample collection and achieving customer satisfaction by providing a consistently high-quality service to enhance more customers.

Ensure tests are performed by suitably trained and qualified personnel and to provide opportunities for personnel to extend their knowledge and gain relevant qualifications. Laboratory personnel must be familiar with all quality documentation and implement the policies and procedures in their work.

Ensure equipment used is properly maintained and calibrated and fit for purpose, measurements are traceable to recognised standards; to seek improvements in the equipment and methodology used.

Ensure full traceability throughout the sample handling process and to ensure sample handling procedures and environmental conditions do not affect the result; to look for improvements in our procedures and facilities; to improve organisation and enhance the scope of laboratory activities.

Use internal audits and other quality checks to ensure the quality management system continues to comply with requirements; to obtain feedback from customer's and ensure that the customer complaints are investigated promptly, the root cause established and effective action taken to prevent a recurrence thereby aiming for zero complaints.

Monitor externally provided products and services to ensure quality standards are not jeopardised.