

TITLE
Policy Quality

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Policy Quality

IVL works with applied research and assignments for an ecological, economic and socially sustainable growth in business and the rest of society.

IVL's quality work must effectively contribute to creating good conditions for the company sustainably able to deliver high quality products and services in line with our Overall purpose.

IVL's working method is based on a holistic view and life cycle thinking where quality is considered, environment, economy and social aspects.

The quality work is conducted within the framework of an integrated quality and environmental management system certified in accordance with ISO 9001 and ISO 14001. The measurement and analysis activities are to largely be accredited according to SS-EN ISO/IEC 17025:2018

The quality work is governed by our quality policy where:

- IVL should be associated with the concept of high quality.
- IVL strives for full trust to always exist between the customer and the company by providing services based on customer value, good service and agreed terms.
- Knowledge developed by IVL must be factual and independent.
- IVL develops and secures its quality by working to achieve clearly defined goals, by meeting the requirements of the standard and by constantly improving its quality management system.

We work continuously to improve and develop our services and our business.

Training needs are identified mainly in connection with the development of business plans and during employee interviews. The knowledge of the employees is updated regularly.

Responsibilities and powers must be known and well anchored in the organization, where each IVL employee has a personal responsibility to maintain high quality in daily work.

For the measurement and analysis activities, it also applies that:

- Measurement and analysis activities follow good professional practice and are performed consistently. Customers are offered good service and services of a quality that matches their wishes and needs.
- Measurement and analysis activities act impartially.
- The measurement system's quality system is described in the "Quality manual for the off Swedac accredited the operations at IVL Svenska Miljöinstitutet AB ", the purpose of which is to ensure that the business maintains a high quality and meets accreditation requirements.
- Measurement and analysis activities are carried out by personnel who are trained for the purpose, are well acquainted with this quality policy and the quality system routines as well as apply these in their work.
- The management of the measurement and analysis operations ensures that the measurement and analysis operations meet the requirements of "EN ISO / IEC 17025:2018 General competence requirements for testing and calibration laboratories" and works to continuously improve the quality system.

This policy must be communicated and regularly revised.

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Internally, see Omnia Document Management