

# ENVASERVU

## QUALITY POLICY

**Envaserv Research Consult Limited (ERC)** is firmly committed to implementing and continually improving its management system designed to comply with the requirements of ISO 9001:2015 and ISO 17025:2017.

We have established quality objectives for our business and review the performance against those objectives.

In order to maintain our commitment to the highest level of quality service delivery and achieving customer satisfaction, we are:

- ✓ Committed to continuously improving our system in order to achieve highest quality of the service in all our operations.
- ✓ Committed to ensuring cost-effective quality service and timely delivery to meet customer requirements.
- ✓ Committed to continual improvement by focusing on system, process and people through implementing and maintaining our Quality Management System.
- ✓ Committed to implementing actions aimed at eliminating or minimizing the risks to impartiality and ensuring all test and procedures are conducted in an open, independent and impartial atmosphere.
- ✓ Promoting participation of quality responsibilities amongst all employees through training, professional practice, leadership and effective communication.

This policy has been communicated to all employees and clients, and it is reviewed annually.

The Chief Executive Officer is responsible for the effective implementation of this policy throughout the organization.



**Dr. Emmanuel Lamptey**  
(Chief Executive Officer)

**June 1, 2018**