

QUALITY POLICY

As stated in INESCOP's Articles of Association, the main objective of INESCOP is to develop those scientific and technical activities that companies of the footwear sector and its related industries are not able to carry out individually but are vital to maintain and strengthen the footwear sector in our country. To fulfil this objective, INESCOP uses a series of different programs, amongst which we find one for the Institute's Test Laboratory.

The basic commitment of INESCOP's laboratory is to keep a high quality level in tests as well as in conformity assessment activities conducted as a Notified Body for footwear as personal protective equipment.

For this reason, our quality policy is based on development and rendering of services, which comply with the best practices of the sector. These services are reliable, accurate, with a high added value, and are rendered as quickly as possible and at the lowest cost possible, trying to meet our customers' requirements (including those of Directive 89/686/EEC and the applicable legal and statutory requirements) and, consequently, trying to achieve *TOTAL CUSTOMERS' SATISFACTION*.

With this aim, INESCOP's Management takes the following as basic premises:

- To continuously maintain, develop and improve a Quality System according to what is established in UNE-EN ISO/IEC 17025 and UNE-EN ISO 9001 standards, and in the CGA-ENAC-OCP procedure relative to conformity assessment.
- To ensure a good level of equipment and an optimum service thanks to a continuous and participative follow up of the technology, according to the appropriate cost-effectiveness considerations.
- To ensure that all the staff members who participate in the Institute's activities are familiarised with quality documentation and make an appropriate use of the procedures associated to their work.
- To keep testing equipment in good conditions to ensure reliable results, through specific maintenance actions and an internal and external calibration programme.
- To establish well defined testing methods, which are appropriately documented and updated.
- To foster a good level of technical competence adapted to our needs through a continuous improvement and strengthening of our staff's know-how.
- To extend these practices to all Technical Units, departments and activities of the Institute.

INESCOP's Management intends that this Quality Policy becomes the basis for all future actions of the Institute, as well as for the Quality Objectives defined.



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