

**Aim and objective:**

To assure continuous improvement in application of sampling and analysis and reporting as well as to maintain impartiality of the laboratory at different stages of sampling and analysis and reporting of analytical results, the laboratory implements the principles of impartiality embodied within the ISO/IEC 17025 standard for laboratories offering analytical services to the clients.

**Procedure:**

The laboratory management shall review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of ISO-17025 requirements.

The laboratory management shall also review the findings of internal audits and complaints and appeals submitted by any of the clients on regular basis and provide resources to establish appropriate corrective/mitigation measures towards non-occurrence of such incidences in future.

The laboratory management system is maintained right from client enquiry till the final dispatch of analysis results. Each stage in the sampling and analysis process has been identified by means of documents review and the possibilities for conflicts of interest arising from provision of sampling and analysis whether they arise from within or from the activities of related parties and or personnel are identified during the sampling and analysis process. If a conflict of interest is identified, the laboratory management takes necessary measures for the mitigation of the risk from such conflict-of-interest situation.

The persons involved in the sampling and analysis and reporting process is maintained the impartiality at each stage through signing Declaration of confidentiality and through disclosure of conflict of interest.

If any conflict of interested is identified, then that person will not be included in the sampling and analysis and reporting works of that particular client by the laboratory management.