

Genitest Quality Policy

Genitest ensure to continuously meet or exceed the expectations of his customers providing precise and prompt analytical and technical services. It is the policy of Genitest in offering services and tests that are always carried out in accordance with customers' requirements, stated methods and that fill a wide range their needs, in perusing and deserving a reputation for quality leadership, and to merit customers' trust. The tests and analyses performed at Genitest are always in accordance with national and international standards.

Genitest still and will always meet the Nadcap aerospace standard requirements and will continuously ameliorate the efficiency of its quality and management system. Genitest implemented its quality system in order to document the company's system, to demonstrate its capability to execute the required tests & analyses, to meet regulatory requirements and customer expectations. It is the policy of Genitest, in fulfilling its social responsibilities and in every aspect of its relationships both outside and inside the Company, to demonstrate total dedication to the attainment of quality leadership.

Genitest Management is committed to the following:

- Good professional practice, quality of its testing and calibration in servicing its customers and promotion of continuous improvement of the effectiveness of its Management System.
- High quality analytical services, tests that meet or exceed customer expectations.
- Setting measurable goals and objectives of continual quality improvement for total customers' satisfaction.
- Compliance with AC7006 (ISO/IEC 17025) and AC7101/1, and to continually improve the effectiveness of the management system, ensuring that the needs of customers are met by the Management system as documented by Genitest.
- Ensuring that all personnel concerned with testing and calibration activities within the laboratory familiarize themselves with the quality documentation and implement the policies and procedures in their work, that all personnel make themselves familiar with the terms and conditions of Genitest approvals, that they contribute to the further development, to the improvement of the Management System and to enhanced customer satisfaction.
- Regularly review the Management System for its continuing suitability and effectiveness.

Our goal is to be the best laboratory with the highest credibility. Proficiency testing now indicates that Genitest is among the best laboratories of the world but there is still place for improvement.

The personnel are devoted to professional practices and services. Genitest wants to ensure that personnel are continuously trained to reach the highest levels of quality and testing. The facility ensures safety, wellbeing and the best environment for improvement.

The president and Quality Manager have the responsibility to ensure that the statements and directives given in this policy and in the Quality Manual are met. In his absence the Vice-President has the same responsibility. All staff comply with the statements and procedures contained in the Quality Manual. Genitest is dedicated to the continuous improvement of its people and services and is committed to meet a world class quality characteristics, workmanship and reliability.



Jean Lavoie, president