INNOVHUB
STAZIONI SPERIMENTALI
PER L'INDUSTRIA

innovazione e ricerca

QUALITY POLICY OF THE LABORATORY

Innovhub - Stazioni Sperimentali per l'Industria S.r.l. considers quality a fundamental element for rationalizing and making the organization and the company management procedures more efficient, in order to:

- commit to good professional practice and to the quality of the tests offered to clients;
- improve the service provided to clients;
- guarantee services based on the principles of impartiality and confidentiality;
- increase its competitiveness and productivity;
- pursue and achieve the objectives of the quality management system;
- comply with the requirements of the Italian Accreditation Body;
- conform to the reference standard (UNI CEI EN ISO/IEC 17025), including the continuous improvement of the quality management system;
- analyze and monitor internal company processes, including the identification of appropriate performance indicators on which to base evaluations related to system improvement;
- apply the risk and opportunity management process;
- develop and maintain the skills of technical staff;
- maintain a suitable work environment to ensure service delivery, the application of established processes, and the well-being of internal collaborators and all interested parties;
- measure customer satisfaction.

To achieve these objectives and provide a qualified service that meets quality standards, the company's General Management has granted the Laboratory Manager the necessary authority to pursue, with adequate means the compliance of the system with mandatory requirements, with those of the UNI CEI EN ISO/IEC 17025 standard, and with the provisions of the Italian Accreditation Body (ACCREDIA).
To continuously improve the effectiveness of the management system, the Laboratory Manager is specifically appointed and required to exercise appropriate control over the established organizational activities in place, to ensure the necessary system changes according to regulatory and technological developments, and to communicate - both internally and externally - the key contents outlined in the previous points, including the principles of impartiality and confidentiality.
The Laboratory Manager ensures the integrity of the system in the case of documentary or organizational changes that could compromise it.
The Laboratory Manager assigns:

- the Quality Manager to prepare the laboratory's quality management system and verify its adequacy, as well as to draft, at least annually, a report on the state of the Quality system;
- the Team Leaders, for the implementation of the quality management system in the laboratories of the individual sites.

The Laboratory Manager develops the annual improvement objectives, described in the quality system review, and reports their achievement to General Management.
The Laboratory Manger verifies, with the support of the Quality Manager, the achievement of the set quality objectives, including those related to operational risks whose risk priority numbers (RPNs) resulted to be unacceptable, and assesses if the improvement actions taken have proven effective.
Information, training and involvement in the proactive process of monitoring and improving quality, as well as a deep knowledge and high familiarity of the personnel involved in testing activities with the quality documentation, are considered essential elements to ensure constant motivation of the personnel at every level of the company's production system.
The Laboratory Manager ensures a constant commitment to involving personnel in understanding and implementing the Quality Policy.

Milan, 23/09/2025

General Manager

Dott. Attilio Martinetti

Rev. 1 - 2025