



THE STATEMENT OF POLICIES

Covering Period: **May2024 to December 2025**

Date: **October 7, 2024**

Reference ID: **LP-01-2024, Rev. 01**

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IPS Certification Services OPC ensures the **TEST** Policies are established in lined with the company context, purpose and direction.

Tailored practices and diligent implementation include but not limited to:

- Good and impartial practices and processes;
- Clear protocols;
- Adheres client confidentiality requirements;
- Swift and smooth aftersales process.

Effectiveness and efficiency in several different areas:

- Testing facility equipped with appropriate and required resources;
- Reliable workmanship ensuring continuous competence development of personnel on both administration and laboratory;
- Effective management system;
- Committed in timely execution and fulfillment of contractual arrangements, agreements and deliverables; and
- Consistency in laboratory operations.

Sustainability in different perspective:

- International recognition shall be obtained and maintained;
- Committed to the development and implementation of management system and to continually improving its effectiveness;
- Committed to consistent and sustainable laboratory operation;
- Authority approval per country operated shall be obtained and maintained; and
- Promotes clients' market acceptance and long-term viability without compromising impartiality; and
- Foster the importance of equity, personnel well-being, and cultural preservation.

Total Satisfaction

- Credible validity of results in every service offered;
- Meeting client requirements and satisfaction;
- Compliance to applicable norms and standards; and
- Good market repute.

