

QUALITY POLICY

The **Direction** of the Institute of Catalysis and Petroleum Chemistry of the State Agency Spanish Council for Scientific Research (CSIC) establishes its **Quality Policy** under the *General Objective* of carrying out the activities needed to fulfill our mission as *Research Laboratories* and *Scientific-Technical Services* of CSIC. These tasks are carried out with the highest strictness in order to guarantee the maximum reliability of our analytical results and satisfy thus the needs of our customers.

In order to obtain high levels of quality and excellence in the ICP activities, the **Direction** assumes an unambiguous compromise to fulfill, and make fulfill, the ISO 9001 standard under the following basic principles:

- To spread in the Institute a culture of continuous improvement of the Quality Management System of its *Laboratories/Services*, allocating in accordance to the possibilities of the Institute the resources necessary to fulfill the **Policy** and the *Particular Objectives* which are described in other documents of that System and which definition may change according to the specific circumstances of each time period.
- To guarantee the strict fulfilment of the requisites applicable to its activities as well as those of the UNE-EN ISO 9001 standard (current edition) so that it may be proven to the certification bodies.
- To promote the participation and responsibility of the personnel in the effective operation of the Quality Management System and in the development of this Policy.

The **Direction** is aware that quality will be the result of the effort of all personnel, and believes that the active collaboration of all Institute members to this aim is needed and crucial. Therefore, it assumes the compromise of disseminating this **Policy** and making it known to all personnel of the involved *Laboratories/Services* and to the relevant interested parties.

29/01/2021

Approved by:
Director of the Institute of Catalysis and Petroleum Chemistry (CSIC)