

Quality Policy and Quality Objectives:

"WaterLab strives to offer our customers excellence and quality in water testing analysis and reliable results guaranteed by strict professional practices throughout the services provided.

Our laboratory and its personnel adhere to a rigorous Quality Management System to ensure customer satisfaction when using our services. All personnel involved in the services offered by WATERLAB are familiar with the quality control documentation and understand the management policies and working procedures.

WATERLAB agrees to disclose the internal quality policy as a component of all training, review it annually, ensure its compliance, communicate the importance of meeting customer, legal, regulatory and references standards of the Quality Management System requirements. In the event that the organization does not meet these requirements, it must submit a written notice to the client.

We undertake great efforts to preserve the impartiality and operational integrity of the analysis complying with the provisions of national laws and the INTE-ISO/IEC 17025:2005 " General requirements for the competence of testing and calibration laboratories" standard, seeking to achieve a high commitment to quality and customer satisfaction.



Ericka Martinez

Laboratory Coordinator

The general objectives that support the implementation of the Quality Policy are:

- Achieve a customer satisfaction level not less than 85 %.
- Meet the deadlines agreed with the client at least in 90 % of the cases.
- Having a percentage of analysis without customer complaints not less than 97 %.
- Improve the Quality Management System by generating at least 2 preventive actions annually.