3.0 Quality Policy

3.1 Policy

3.1.1 This quality policy is issued under the authority of the chief executive [NOTE: enter title used].

3.1.2 The laboratory conducts all device type evaluations under laboratory and field conditions that are suitable for the test being conducted and by using techniques that are conducive to a high degree of reliability and follows recognized type evaluation procedures as noted in Appendix H. It is our policy to provide the highest reasonable quality type evaluation services attainable to clients through continuous improvement of the quality system. Quality in our services is a constant effort and focus.

3.1.3 The objective of this quality manual is to establish a documented quality system that provides for continuous improvement of that quality system to ensure reliable and accurate test results.

3.1.4 All laboratory personnel who perform type evaluation testing are familiar with the quality documentation, which is implemented in their work, policies and procedures. The laboratory quality manager provides copies of the quality documentation to the laboratory staff and/or informs the staff of its location. Laboratory staff review the documentation as part of their on-the-job training, which is recorded in their training records. The quality system documentation includes:

3.1.4.1 Laboratory quality manual;
3.1.4.2 Type evaluation test procedures: NCWM Publication 14 "NTEP Administrative Procedures, Technical Policy, Checklist, and Test Procedures referenced in Section 2 (see Appendix H), and OIML recommendations;
3.1.4.3 Administrative procedures as required by ISO/IEC 17025 (see Appendix H);
3.1.4.4 Work instructions;
3.1.4.5 Records, forms, and reports (see Section 13, Records)

3.1.4.6 Equipment instruction manuals (maintained in the laboratory).

3.1.5 The supporting documents and procedures are referenced in this quality manual, but are maintained separately from the quality manual.

3.2 Tests

3.2.1 The laboratory evaluates the devices listed in Appendix C in accordance with the procedures, practices, and conditions (hereafter referred to as "procedures") of the National Conference on Weights and Measures Publication 14 (see references, Section 2). The techniques used for specific tests are within the applicable State administrative guidelines and associated safety and cost-effective considerations.

3.3 Authorization and/or Accreditation
[NOTE: Edit this section as it applies to your laboratory.]

3.3.1 The type evaluation laboratory is authorized by _____ to demonstrate conformance to ISO/IEC 17025.

and/or

3.3.2 The type evaluation laboratory is accredited by the National Voluntary Laboratory Accreditation Program (NVLAP) to demonstrate conformance to ISO/IEC 17025 (through *NIST HB 150*).

A current authorization and/or accreditation certificate is prominently displayed and maintained on the wall in the laboratory. The laboratory does not conduct type evaluation testing or issue reports for nonauthorized areas of evaluation.