



NOVOPURE ANALYTICAL LABS INDIA PVT LTD

QUALITY POLICY

The management and staff of NOVOPURE ANALYTICAL LABS INDIA PRIVATE LIMITED SALEM are committed to providing accurate, reliable, and timely testing/calibration services that meet or exceed our customers' expectations.

Laboratory dedicated to:

- Maintaining impartiality, confidentiality, and integrity in all our operations.
- Operating competently and consistently in accordance with ISO/IEC 17025:2017 requirements.
- Ensuring the validity of our testing/calibration results through the use of appropriate methods, properly maintained equipment, and skilled personnel.
- Continual improvement of our management system and technical operations through regular review, audits, corrective actions, and training.
- Complying with all applicable regulatory and accreditation requirements.

This Quality Policy is understood, implemented, and maintained at all levels of the organization and is reviewed periodically to ensure its continuing suitability.

QUALITY OBJECTIVES

The following are the Quality Objectives:

- Maintain customer satisfaction $\geq 90\%$ annually.
- Ensure laboratory staffs are properly trained and competent to perform their assigned tasks.
- Achieve $<1\%$ internal audit non-conformities per audit cycle.
- Ensure turnaround time for 95% of test reports is within the promised delivery period.
- Zero instances of compromised impartiality or confidentiality per year.
- 100% completion of corrective actions within 30 days of nonconformity detection.

Date: 10.04.2025



Dr. KARUNA THARA
Managing Director