

# QUALITY POLICY

## WE WORK ON QUALITY EVERY DAY TOGETHER

Labgroup has implemented a quality approach based on the fundamental principles of the quality management system through a continuous improvement approach, in compliance with the requirements of ISO 9001 standard.

### **No. 01 – Customer orientation**

- A commercial relation is based on listening, identifying and understanding needs.
- Monitoring the market and its evolution in order to offer services adapted to the current needs of our customers and to their future requirements.
- Work with efficient and recognised partners in the market place.
- Responding and understanding clients' needs and if necessary adapting our offers, and responding within a timely manner.

### **No. 02 – Service quality**

- Continuously improve the quality of services provided and maintain customer satisfaction.
- Offer a wide range of services in line with information lifecycle, and deliver a quality of service in line with the applicable commitments and requirements in order to satisfy our customers requirements.

### **No. 03 – Skills development**

- Supporting our employees in the development of their skills by optimising the management of their know-how.
- Providing employees with a working environment, the material and resources that are required to further develop their skills necessary for the development and ongoing growth of the company.



### **No. 04 – Continuous improvement**

Labgroup is committed to continuous improvement and/or progress management based on :

- Processes that increase its overall progress dynamic.
- Improvement actions taking into account the competition, environment and requirements of the stakeholders and the strategic orientations of the Luxembourg government and the regulatory authorities.



### **No. 05 – Evaluation of performance**

- The establishment, monitoring and analysis of indicators allow Labgroup to assess and analyse its performance on an annual basis and to take a corrective action if needed.

### **No. 06 – Constant communication**

- Labgroup is committed to an annual programme of upward and downward communication.

