

Quality Policy Statement

The objective of the Quality Control Laboratory, Department of Livestock Services (QCLab_DLS) is to ensure high standard services in respect of testing as a single most entity. The laboratory protects customers in ensuring quality livestock products by maximizing relevant compliance of regulated products and minimizing risk associated with those products.

The laboratory is committed to undertaking testing that meets both the needs of the customers and the requirements of ISO/IEC 17025:2017 International Standards “General Requirements for the Competency of testing and Calibration Laboratories” for all its activities and to continually improve the effectiveness of the testing methods. The laboratory management system and personnel are committed to perform quality activities to assure integrity, accuracy, precision, reliability and timeliness.

The laboratory strives to satisfy and exceed the requirements of customers and take every opportunity to discuss their specific requirements and are encouraged to visit the facility to view and discuss the tests and services.

The Laboratory Performs regular internal audit, quality control techniques, customer’s feedback, management review using modern facilities and cutting-edge techniques to ensure its commitment to quality.

The laboratory is committed to the continual development and improvement of services, processes and management system providing adequate resources for monitoring, assessment and review.

The laboratory management ensures that staffs are fully informed and trained all aspects of the management system policy and guidelines and are aware of their responsibilities for effective implementation. All personnel are fully committed to uphold its utmost sincerity by keeping the impartiality and confidentiality of the information obtained from the customer or generated during the performance of the laboratory activities.