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QUALITY POLICY AND OBJECTIVES OF FORENSIC LABORATORIES

With this statement the top management of the National Centre of Judicial Expertise defines the policy and objectives of the quality policy for the laboratories of the NCJE and the actions it undertakes in order to carry out its activities in accordance with the requirements of the clients and the applicable regulations concerning forensic laboratories.

In order to ensure a high level of quality of forensic expertise, the top management of the NCEJ has decided to implement a management system, based on the requirements of the SM EN ISO/IEC 17025:2018 standard and is committed to comply with this international standard, contribute to the development and implementation of the management system, ensure continuous improvement of its effectiveness.

The policy of the management system of the NCJE regarding quality is aimed at ensuring confidence in the laboratories of the NCJE by providing quality forensic services.

The quality policy is addressed to the NCJE's employees involved in the laboratories' activities, regardless of their place of work or level of training. They are required to familiarize themselves with the management system documentation, to meet the requirements set out in the reference standard SM EN ISO/IEC 17025:2018, the Management System Manual, procedures, work instructions and other documents applicable to the management system.

- This policy is focused on achieving the following general objectives:
- to achieve and maintain a high quality standard of examinations (forensic expertise), which contributes to enhancing the effectiveness of the process of restoring the rule of law, as well as ensuring that the expectations and confidence of the beneficiaries are met;
- to increase the competence of the NCJE staff by promoting the principles of good professional practice;
- improving the quality of the examination services (forensic expertise) provided;
- to effectively engage the efforts of NCJE staff at all levels in a comprehensive quality-oriented program;
- increasing the awareness of NCJE staff of the relevance and importance of their activities, of how they contribute to the achievement of the objectives of the management system, of the importance of meeting both client and statutory and regulatory requirements;
- identifying quality issues, taking corrective action and implementing preventive action;
- continuously meeting the requirements of the competent bodies and legislation in force for obtaining/maintaining the necessary accreditation and authorization to carry out the activity;
- promotion of the NCJE on the forensic examination market;
- zero complaints for the services provided;
- maintaining accreditation of laboratories in accordance with the requirements of SM EN ISO/IEC 17025:2018;
- ensuring the validity of the results of the expertise through participation in national and international interlaboratory comparisons (at least 25% of the examination types included in the scope of accreditation each year);
- external training of at least 2 specialists on the following topics:

- validation of examination methods;
- ensuring the validity of examination results;
- obtaining positive feedback from customers (minimum 80%);
- participation in the development of the "Forensic Authorizing Officer's Guide";
- 100 % trainee experts instructed;
- elaboration and publication of 2 scientific papers.

In order to achieve these objectives, the management of the NEJC undertakes a series of actions:

- ✓ implementation, maintenance and improvement at all levels of activity of the laboratories of an efficient management system, with clear, planned and measurable objectives, in full compliance with the provisions of the management system developed and implemented in the NCJE laboratories;
- ✓ ensuring that the integrity of the management system is maintained when changes to the management system are planned and implemented;
- ✓ to promote an accurate image of the NCJE and the services it can offer to its clients;
- ✓ ensuring the impartiality, independence and integrity of laboratory staff, including the exclusion of any external or internal influence on the results of laboratory work;
- ✓ ensuring a high level of professional training of staff and the technical equipment necessary to perform the activities for which it is authorized;
- ✓ ensuring that staff are aware of the relevance and importance of their activities and how they contribute to achieving the objectives of the management system;
- ✓ ensuring that appropriate communication processes are established within the laboratory and that communication regarding the effectiveness of the management system takes place;
- ✓ developing collaborative relationships with other laboratories or other specialist institutions;

The heads of the laboratories within the NCJE are appointed to ensure that the respective laboratories and the management system operate in accordance with good professional practice. The heads of laboratories are responsible for keeping the measuring equipment in good condition, calibration and planned maintenance of this equipment (when relevant), continuous monitoring of the staff, ensuring the validity of the results of the expertise.

The Management System Officer has the authority and responsibility for the implementation, maintenance and continuous improvement of the management system in the NCJE laboratories, for ensuring the management of all documents of the management system and for verifying that its requirements are implemented and maintained. The Management System Officer will inform senior management of the functioning of the management system, needs for improvement or corrective actions required to be taken.

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Date		<u>24.01.2022</u>
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