

## Quality Policy

The purpose of the activities carried out by SA quality for metrology by Stefania Accorsi is to support companies and laboratories in developing their internal competencies in the field of quality, particularly concerning the metrological function and measurement management. We achieve our goals by offering training courses, consulting services, and Interlaboratory Comparison Tests, which enable us to provide solutions and skills for managing business processes and measurement activities.

Customer satisfaction is pursued through continuous investigation of their needs, including their direct involvement in the development of our services, with a view to partnership and ongoing transparency.

To this end, SA quality for metrology commits management to good professional practice to ensure the Quality of its services. Since this quality must be guaranteed to both participants in interlaboratory comparisons and clients who use our expertise in Metrology and Industrial Contamination, SA quality for metrology conducts its Proficiency Test Provider activities according to the ISO/IEC 17043:2010 standard, which includes both specific technical requirements and organizational requirements typical of ISO 9001:2015, as well as national and international applicable regulations (Accredia, EA, ILAC).

For this reason, in defining its objectives, SA quality for metrology is inspired by the principles of impartiality, competence, responsibility, transparency, and effectiveness, including the management of complaints and suggestions for improvement. Customer satisfaction must therefore be achieved by ensuring the highest level of technical and professional integrity in performance, in compliance with laws, regulations, applicable standards, and the values of our customers.

SA quality for metrology aims to pursue these goals by developing Quality objectives that reflect the level of customer satisfaction, monitoring processes and continuous improvement—both in terms of training offerings and in the development of interlaboratory comparison tests, including accredited ones.

These objectives can only be pursued if our collaborators are protected with a view to professional growth; therefore, it is necessary to consider and encourage the development of competence, awareness, and participation of both internal and external personnel involved in activities. SA Quality for Metrology actively promotes gender equality, ensuring equal opportunities for professional growth, compensation, and access to positions of responsibility. The company is committed to creating an inclusive environment free from discrimination and gender stereotypes.

Particular attention must be paid to protecting customer privacy and information, as well as to the accurate and timely evaluation of suppliers of reference samples and calibrations, as well as training partners.

The management of SA quality for metrology is committed to promoting this policy and the management system with its staff and external collaborators, ensuring that they are understood, implemented, improved, and that this Policy is shared to all those who work with SA quality for metrology and made available to interested parties through publication on the company website.

Carpi (MO), 07/15/2025

The Management

Dr. Stefania Accorsi  
