

Quality Management Policy

At Labcare365, we know that our reputation and ability to compete in the market depend directly on the quality of the products and services we provide, as well as on the satisfaction of those who place their trust in us. For this reason, management assumes the implementation and maintenance of an integrated management system, designed to address the needs and expectations of our clients, our own organization, and all stakeholders, with the goal of achieving the established objectives.

Our commitment is based on internationally recognized standards and is expressed through the following principles:

- Promote a process-oriented approach and risk-based management, ensuring stronger and more sustainable decisions.
- Listen to and understand the needs of clients, regulatory authorities, and certification bodies, allocating the necessary resources to respond effectively and to facilitate their daily work.
- Continuously improve our activities without compromising the safety of our team or the protection of the environment, always complying with applicable legal and regulatory requirements within our sector.
- Ensure the quality of our services and products through technological innovation and process optimization, prioritizing the prevention of failures over their later detection, thereby strengthening customer confidence.
- Involve all our personnel in preventive management and continuous improvement actions, providing them with training, professional development opportunities, and an environment that guarantees equality.
- Maintain transparent communication channels with clients, suppliers, authorities, and society, building relationships based on trust and honesty.
- Reduce the environmental impact of our activities by minimizing resource consumption and the generation of waste or emissions, both in daily operations and in emergency situations.
- Require partner companies to share our standards of quality, safety, and service.
- Ensure impartiality and confidentiality in all our actions.

This statement constitutes the framework of reference for establishing and reviewing the objectives of Labcare365, ensuring the continuous improvement of the effectiveness of our integrated management system.

Management of Labcare365



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