



Quality Policy of the Central Testing Laboratory

Aimed at maintaining a sustainable position of JSC Moldova Steel Works in the global steel market, reducing production costs, increasing the company profit and meeting customers' requirements, the main activity of the Central Testing Laboratory involves quality control of the incoming raw and other materials and of the finished steel products.



The main purpose of activities performed by the CTL is to organize and carry out tests at a high performance level that ensures reliable, impartial and repeatable test results, to build sustainable customer confidence and satisfaction from the quality and speed of services.

Accomplishment of the main purpose is ensured through performance of the following tasks:



- To ensure a high quality of tests: reliability, objectivity, accuracy of test results, and their timings, in accordance with the applicable norms, standards and specifications.

- To fully comply with the requirements of SMEN ISO/IEC 17025:2018 *General requirements for the competence of testing and calibration laboratories*.

- To maintain an effective Quality Management System (QMS) utilizing potential opportunities and risks management methods with the aim to improve results and prevent negative effects on the performance of CTL.

- To ensure independence and impartiality of testing and to guarantee confidentiality of the information obtained in the course of testing.



- To improve the level of service with the aim to consistently meet customer requirements.

- To ensure performance of tests by skilled and qualified staff, to continuously improve their competence level.

- To involve every member of the CTL staff into the test quality assurance process.

- To create and maintain good moral and psychological environment in the CTL workplace promoting conditions for motivated efficient work.

- Not to participate in activities which may give reasons to question the competence and impartiality of the CTL.

- To master new test methods.



- To keep testing and analytic equipment in good working condition to ensure the compliance with the requirements of applicable norms and standards for test preparation and conduction methods.

- To continuously improve the QMS of Central Testing Laboratory within the scope of the Integrated Management System of JSC Moldova Steel Works.

The management staff of the CTL are responsible for the implementation of this Policy and undertake to involve subordinate staff into active implementation of the Policy.



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01.03.2022