

GENERAL CHEMICAL STATE LABORATORY QUALITY MANUAL
QUALITY POLICY
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QUALITY POLICY STATEMENT

The General Chemical State Laboratory operates for the benefit of the public interest and in accordance with its vision, mission and values, consistently provides, within the legislative and regulatory framework, high quality services that meet the current needs.

GCSL is committed to provide services of high quality in all fields of its activities, aiming to:

- contribute to the safeguarding of public revenue, through scientific assistance to the Customs, Tax and Financial Crime Prosecution Authorities
- support the work of the Judicial and Police Authorities as well as other State Authorities that request its scientific services,
- check the compliance of the products regarding their compliance with the legislative and regulatory provisions
- check the conformity of products regarding their quality and suitability for their intended purpose
- support the production and commercial activities of the private sector and the market, by offering arbitration and private analyses, whenever appropriate,
- provide a national chemical metrology background.

Within this frame the General Chemical State Laboratory:

- Implements Quality Management Systems in accordance with the International Standards:
 - ELOT EN ISO/IEC 17025 ‘General requirements for the competence of testing and calibration laboratories’. The accredited laboratories of the General Chemical State Laboratory are covered by a fixed and/or flexible scope of accreditation.
 - ELOT EN ISO/IEC 17043 “Conformity Assessment - General requirements for proficiency testing”.
 - ELOT EN ISO 17020 “Conformity Assessment - Requirements for the operation of the various types of bodies performing inspection.
 - ISO 17034 ‘General requirements for the competence of reference materials producers’ as well as the relevant Regulations and Accreditation Criteria issued by the Hellenic Accreditation System (ESYD)
- Constantly ensures the necessary human and material resources for the proper, efficient and effective operation of each organic unit of the General Chemical State Laboratory.
- Ensures the technical competence of the personnel, so that they perform their tasks reliably with integrity, impartiality and confidentiality.
- Ensures the operation of the appropriate, state of the art and well-maintained technical equipment so that it continuously operates as intended.
- Reviews and improves on a permanent basis the performance and effectiveness of its policies and procedures.
- Monitors and incorporates technological developments into its operation.

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- It is constantly informed on the applicable legislative and regulatory provisions related to the areas of its activity.
- All personnel are high qualified, scientific trained, with technical skills and experience. GCSL invests in their continuous education and training so that they incorporate Quality into their activities.
- It seeks close collaboration with the cooperating parties and authorities, in order to satisfy their requests, improve the quality of the services provided and ensure the confidentiality of the data related to the transaction between them. The improvement of the services using electronic means (Integrated Information System-IIS of the GCSL), as well as the perception of the collaborating parties' expectations and the application of the legislation currently in force, are key steps in this direction. Consequently, the Management of the General Chemical State Laboratory guarantees that all staff members are aware of the importance of the above and work towards their successful implementation.

The applied policies are documented in the respective Quality Manuals of the General Chemical State Laboratory. The Quality Manuals evolve in order to achieve opportunities for the improvement of the implemented management systems and their policies. In addition, risks are addressed and a risk assessment is carried out, in order to limit the risk of possible failures in laboratory activities.

All involved staff, in accordance with their responsibilities and tasks, must familiarize themselves with the Quality Management Systems and their evolution, comply with the established policies and implement the procedures in their work.

The Head of the General Directorate of GCSL is responsible for the overall implementation of the quality policy.

The Head of the Directorate of Planning and Laboratory Support supported by the Department of Planning and Quality, is responsible for the overall monitoring, supporting implementation and uniform application of the international standards in all Services of the General Chemical State Laboratory.

The Head of each Service is responsible for the implementation of the quality policy in the field of the activities of the Service.

The most crucial factor for the successful implementation of the international standards is the active involvement of all staff members, according to their responsibilities and assigned tasks.

The scope of accreditation of each Service of the General Chemical State Laboratory is stated in the Annexes of the Accreditation Certificate.

THE DIRECTOR GENERAL OF THE GENERAL CHEMICAL STATE LABORATORY

SOFIA ZISI