



CSC CENTRO SERVIZI IMPRESA

The CSC Centro Servizi Impresa Srl Board, Via Giotto 5, Castel Goffredo (MN) considers the commitment to the development of the quality system the focus of its strategy and the correct performance of the laboratory's performance as well as the decisive element for:

- continuously improve the service provided to the customer, understand his present and future needs, meet the requirements and aim to exceed his expectations;
- manage the internal Quality System in order to improve the quality of the tests offered with a view to continuous improvement, a permanent goal of CSC Centro Servizi Impresa Srl to maintain the current levels of performance through the implementation and maintenance of a suitable system for the risk and opportunity management;
- to motivate the staff, at all levels, to actively participate in their skills, which is why the Board of Directors is very attentive to the creation of skills through a training plan with a view to continuous involvement ;
- meet the requirements of voluntary, mandatory and accreditation standards;
- issue accredited ACCREDIA test reports.

The quality management principles necessary for achieving the objectives are the following:

- Customer focus
- Leadership
- Active participation of personnel
- Process approach
- Continuous improvement
- Evidence-based decision making process
- Relationship management

The CSC Centro Servizi Impresa Srl Board undertakes to provide the resources necessary to achieve the laboratory's qualitative objectives and to maintain compliance with the requirements of the UNI CEI EN ISO / IEC 17025: 2018 standard and the ACCREDIA RT-08 regulation.

The commitment of the Management and of all employees and external collaborators is to operate in compliance with the UNI CEI EN ISO / IEC 17025: 2018 Standard, the requirements of the accreditation bodies and the continuous improvement of the effectiveness of the management system.

Furthermore, the management principles necessary for achieving the objectives are:

- assessment of compliance and adequacy of applicable regulations through the execution of periodic internal audits;
- the implementation and use of Problem Solving tools with the aim of reducing the potential and actual causes of non-compliance;
- control of plant and infrastructure maintenance;
- the management, verification, calibration and metrological confirmation of the equipment;
- quality control of supplier performance;
- care and proper handling and conservation of the customer's properties;
- monitoring customer satisfaction;
- the control of non-compliant processes and products and the correct management of complaints in a timely and consistent manner.

Furthermore, a fundamental requirement for accreditation, CSC guarantees and prosecutes the impartiality of judgment on the part of laboratory personnel working in the field of accreditation according to the UNI CEI EN ISO / IEC 17025: 2018 and ACCREDIA RT-08 regulation , as well as ensuring the maximum confidentiality of the data and information that the staff becomes aware of during the execution of the Laboratory activities.

To maintain a high level of quality, the Laboratory Manager has chosen: to achieve compliance with national and international standards for the test laboratory; to manage the laboratory's quality system according to the prescriptions provided by the accreditation body, to implement all the measures necessary to achieve the objectives set by the Board of Directors

Head
of Laboratory
Omar Campanelli

Chairman of the
CSC Centro Servizi Impresa Srl Board
Massimo Bensi