

Quality, safety, efficiency, and compliance with regulations and standards are essential issues for many laboratories and industries, regardless of their field of activity: cosmetics, pharmaceuticals, healthcare, biotechnology, chemistry, phytosanitary, etc.

To achieve this, these companies must rely on trustworthy and impartial service providers who guarantee high-quality, reliable, and value-added services.

Since 1989, Qualilab, a consulting, auditing, training, and advisory firm, has been committed to its clients to meet their needs and requirements in compliance with applicable management standards and regulations. This is our primary objective.

Our expertise is built on values and commitments that we consider fundamental:

- **Listening:** a *conditio sine qua non* for meeting our clients' needs. Our experts have proven interpersonal skills, and each is aware of the importance of accurately analyzing client needs and providing an optimal response to their expectations.
- **Pragmatism:** our diverse field experience enables us to propose the "right" solution.
- **Responsiveness:** it is part of our DNA. We adapt to the technical and organizational constraints of our clients.
- **Foresight:** always alert to changes and new requirements, we are proactive.

To meet this goal, our Quality Management System (QMS) is based on the fundamentals of the ISO 9001 standard, which guarantees our clients and other stakeholders a solid organization founded on controlled processes. I expect our QMS to achieve the following objectives:

- Compliance with our **commercial commitments**: deadlines, conformity of our services, high added value.
- Compliance with the rules of **impartiality, confidentiality, and integrity** inherent to our consulting activities. To this end, Qualilab has adopted an **Ethics Charter and a Trainer Code of Conduct**, both signed by the staff.
- Maintaining our consultants' **qualifications and competencies**, based on objective criteria reviewed annually.
- Monitoring **technical, normative, and regulatory developments** through participation in the work of the national accreditation body, involvement in scientific/technical associations, and exchanges between colleagues.
- Creating a **calm**, efficient, suitable, and responsible working environment.
- Implementing our **continuous improvement** process through the handling of complaints, improvement suggestions, and non-conformities, as well as through the organization of an annual management review.
- **Upholding the Qualiopi certification** dedicated to training organizations, mandatory for entities wishing to benefit from public or pooled funds.

I am counting on all employees to:

- Preserve the **trust** of our clients and staff and **strengthen their loyalty**.
- Guarantee the **performance** of our services and deliverables.
- Anticipate **risks**, seize **opportunities**, and continuously **improve** the system.
- Pursue the company's **development**.

Let us all continue to be driven by the same determination: to carry out our missions to completion, whatever the deadline or the context. Our commitment must be total and our attentiveness lasting, even once the mission has been accomplished.

Done at Olivet, may 12, 2023

Eric CHAPUZET

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