Quality assurance Policy

Yordas is a leading international provider of scientific and technical services, regulatory advice, sustainability services and training to industry in the fields of chemicals management and risk assessment. Yordas provides registration, notification services, global regulatory compliance and chemicals management support. The Company is rooted in client care that is holistic and collaborative. Yordas builds client relationships on mutual trust, respect and effective communication. In this, Yordas is fully committed to continuously improving the quality of services and products we provide

The Yordas approach to quality management is based on the following principles:

Risk and opportunities management

Yordas manages company risks and opportunities in various ways: first, by evaluating suppliers carefully, second, by continuous feedback from clients in order to ensure their work meets clients needs and expectations.

Conformance

Yordas identifies and conforms to all applicable statutory and regulatory requirements to prevent undesired consequences associated with their products and services.

High quality services

Yordas enhances customer satisfaction by ensuring that customer requirements are identified and they provide their clients with the highest quality services, using their scientific expertise to deliver innovative business solutions. Yordas ensures that their staff have well defined roles, are extensively trained, and deliver quality work.

Yordas implements the above principles by:

1. Raising awareness of this Policy, both internally and externally;
2. Engaging with employees and stakeholders to minimise quality risks and enhance business opportunities;
3. Maintaining effective communication and providing sufficient training for all employees;
4. Monitoring customer satisfaction and using their feedback to facilitate continuous improvement;
5. Ensuring activities are adequately resourced and systematically managed following the PDCA (Plan, Do, Check, Act) framework.

This Policy has been developed in conformance with the ISO 9001 standard, which has been planned and developed jointly with other ISO standards as part of the Yordas Integrated Management System. The Company is accountable for its implementation and their employees will be essential in achieving effective implementation. Management is responsible for communicating this policy within the organisation and to ensure that its intent is understood by employees at all levels.

Yordas will review this Policy annually in line with their other management systems, or when there are significant changes to business activities.

Revision history

Revision		Reason for Revision	Description of Revision
Date	**#**		
Nov 2020	0	Annual Review	No changes
Dec 2021	0	Annual Review	No changes
June 2023	1	Annual Review	First paragraph reworded