



# AMERICAN SOCIETY OF CRIME LABORATORY DIRECTORS

## LABORATORY ACCREDITATION BOARD

### ASCLD/LAB Quality Policy Statement

#### Mission

To provide quality accreditation services to our crime laboratory customers by:

- meeting or exceeding customer expectations;
- ensuring that our customer laboratories are operating in a manner that satisfies the demands of the criminal justice system; and
- consistently operating to internationally recognized standards for accrediting bodies.

#### Vision

To maintain ASCLD/LAB's reputation as the leading crime laboratory accreditation body in the world.

#### Quality Policy Statement and Objectives

Quality is the responsibility of every ASCLD/LAB employee. Every person representing ASCLD/LAB as an employee or volunteer is expected to know and follow applicable management system policies and procedures.

ASCLD/LAB top management is committed to providing high quality accreditation services through the continuous improvement of ASCLD/LAB's management system.

Quality services will also be enhanced by affording employees the opportunity to develop their full potential in a working environment that recognizes achievements and encourages excellence.

The commitment of top management is reflected in ASCLD/LAB's mission and vision statements, as well as in the following measurable quality objectives:

- To operate an accreditation program that fulfills the requirements of ISO/IEC 17011;
- To actively participate in the activities of the Inter-American Accreditation Cooperation (IAAC) and the International Laboratory Accreditation Corporation (ILAC) including formal recognition from these bodies;
- To respond to customer inquiries in a timely and courteous manner;
- To maintain, update and/or develop accreditation requirements, using balanced input from technical experts and interested parties;
- To promote a program based upon integrity, impartiality, and ethical conduct by all ASCLD/LAB employees;
- To manage resources in a manner that maximizes value to customers; and
- To continually monitor the effectiveness of the management system and consistency of program operations through periodic internal audits, management reviews, and on-site evaluations of assessment team leaders and the assessment process.

*Ralph M. Keston*

July 21, 2011