

RDIC	MANUAL OF THE LABORATORY MANAGEMENT SYSTEM	ML Issue: 01 Date: 01.07.2020 Page: 1/1
Intelligent Communication Infrastructures Laboratory		

Annex 3

MANAGEMENT DECLARATION

on quality policy and general objectives of the Intelligent Communication Infrastructures Laboratory

The unwavering desire and absolute priority for the management of the Intelligent Communication Infrastructures Laboratory at the R&D and Innovation Consortium to continuously improve the quality of services offered is built on a sound policy and a planned strategy aimed at winning the confidence and satisfying the requirements and expectations of customers, partners, suppliers and staff.

Accreditation of a Laboratory Management System that meets the requirements of the international standard **БДC EN ISO/IEC 17025:2018** and its continuous maintenance is the best guarantee for the respect we have for customers and staff.

The efforts and commitments of the Intelligent Communication Infrastructures Laboratory management are aimed at:

- ◆ creation, implementation and maintenance of a management system, the main purpose of which is to ensure adequate management of administrative and technical processes;
- ◆ continuous improvement of the management system efficiency;
- ◆ maintenance of the management system in accordance with БДC EN ISO/IEC 17025:2018 requirements;
- ◆ ensuring compliance with applicable legislation in force in the field of laboratory testing activities;
- ◆ satisfying customers requirements by providing a high level of services and avoiding prerequisites for complaints on their part;
- ◆ ensuring good professional practice and tests quality in customer service;
- ◆ *non-discrimination towards any interested party;*
- ◆ *ensuring impartiality and confidentiality when carrying out laboratory testing activities;*
- ◆ *maintaining a high level of staff qualification;*
- ◆ *giving the opportunity to every employee/worker in the laboratory for self-fulfillment within his competence and powers so that a feeling of appreciation and satisfaction is created;*
- ◆ *promptly taking corrective and preventive actions where there are deviations from the documented rules for managing processes and activities or a possible risk of such deviations exists;*
- ◆ *carrying out periodic reviews personally by the management in order to assess functioning management system's adequacy, effectiveness and efficiency.*

As Head of the Intelligent Communication Infrastructures Laboratory, I declare my personal participation and responsibility for creating the necessary prerequisites so that the Policy announced to be understood, publicised, applied and maintained at all levels in the laboratory, with the conviction that it will ensure its permanent rise and development.

APPROVED BY: Signed
/ Prof. V. Pulkov/
Head of the Intelligent
Communication Infrastructures
Laboratory