



ANA LAB d.o.o.

Laboratory for quality and authenticity testing of food products  
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## QUALITY POLICY - STATEMENT

ANA LAB performs basic activities in the field of technical testing (7120 - Technical testing and analysis) in accordance with the Law.

The laboratory performs tests of quality control and authenticity of food products. Laboratory services are provided by ANA LAB based on user requests, food production and trade companies, inspection bodies, Ministry of Health, Ministry of Agriculture, Forestry and Water Management, Ministry of Energy and Environment.

Respecting the requirements of the international standard SRPS ISO/IEC 1725:2017, we have established and documented a quality management system with which we ensure reliable, accurate and precise results on the quality or authenticity of products.

Our policy is to:

1. Implement and plan new activities aimed at improving the existing quality management system, defined process performance and improving the image of our laboratory.
2. Improve the quality of services we offer to customers and strive to meet all the requirements and expectations of our customers. Once a year, we survey users and check how successful we are in meeting their needs.
3. In laboratory work, we adhere to the highest professional standards, and in relations with associates and users of our services, we apply an impartial and open approach in compliance with ethical codes of conduct and decision-making.

By selecting and hiring professional staff who have the necessary knowledge, experience and skills, a team has been created that is competent to perform all work tasks and able to meet all user requirements. The professional staff of ANA LAB strives to grow and improve through new trainings and acquiring new knowledge. In this way, we want to provide security and preserve the acquired trust of our customers in the quality of services we provide.

ANA LAB provides and controls all necessary environmental conditions required by test procedures, test samples, chemicals and standards, equipment used in the work, which enables proper and safe laboratory work and storage of samples and chemicals.

ANA LAB laboratory

- uses state-of-the-art measuring and determination equipment that is regularly maintained, calibrated and validated,
- applies standard and documented test methods, plans, develops and introduces new methods
- conducts constant supervision over the process of providing services, testing, performs regular internal and external quality control of work
- Participates in interlaboratory comparative tests and PT test capability schemes in order to confirm the conformity of work, determine the accuracy and precision of results
- uses high quality certified reference materials and standards,

We are committed as a team that in accordance with available knowledge, resources to ensure the establishment, maintenance and improvement of quality systems - Quality Policy, and meet all other requirements of the standard SRPS ISO / IEC 17025: 2017.

We will strive to improve the quality of laboratory work through our scientific research and professional work and strive to ensure that top quality is the basis of our business and market recognition

All employees of ANA LAB are familiar with the quality policy.

In Pancevo, February 1, 2022.

Director of ANA LAB

*Ivan Smajlović, M.Sc.Tech.*