

## POLICY DOCUMENT: QUALITY ASSURANCE (QA) POLICY

Odun Environmental Limited (ODUN)

**Document Title:** Quality Assurance & Service Excellence Policy

**Version:** 9.0 | **Effective Date:** 05/05/2026 | **Review Cycle:** Annual

**Policy Owner:** Head of Health, Safety and Environment

**Approval Authority:** Managing Director

**Applicability:** All service delivery, laboratory testing, reporting, and client engagements

### POLICY STATEMENT

Odun Environmental Limited is committed to delivering accurate, reliable, and client-focused services that meet or exceed international quality standards, regulatory requirements, and contractual obligations. Our Quality Assurance framework ensures consistency, technical excellence, and continuous improvement across all operations.

### QUALITY PRINCIPLES

- Customer-Centric Delivery:** We define quality through client expectations, regulatory compliance, and measurable performance outcomes. Feedback drives service enhancement.
- Competent Personnel:** All technical staff hold relevant qualifications, certifications, and undergo regular competency assessments and continuing education.
- Standardized Processes:** All services follow documented SOPs, checklists, and validation protocols aligned with ISO 9001:2015, ISO/IEC 17025 (laboratory), and industry best practices.
- Data Integrity & Traceability:** All test results, reports, and deliverables are verified, peer-reviewed, and maintained with full chain-of-custody and audit trail documentation.
- Calibration & Equipment Control:** All instruments and field equipment are calibrated, maintained, and verified against traceable standards at defined intervals.
- Non-Conformance & Corrective Action:** Deviations, errors, or client complaints are logged, investigated, and resolved through root cause analysis and preventive action implementation.
- Continuous Improvement:** Quality performance is measured via client satisfaction surveys, internal audits, error rates, turnaround times, and management review. Lessons learned are institutionalized.

### ASSURANCE MECHANISMS

- Independent internal audits conducted biannually
- Proficiency testing and inter-laboratory comparisons for analytical services
- Client feedback integration into service design and training programs
- Management review of quality KPIs and improvement initiatives quarterly

Approved By:



Ayo Abiodun,

**Managing Director**

Odun Environmental Limited

Date: 5<sup>th</sup> May 2026