1. General Requirements

Impartiality

* + 1. Laboratory activities are undertaken impartially and structured and managed to safeguard impartiality.
    2. Laboratory management are committed to impartiality.
    3. The laboratory is responsible for the impartiality of its laboratory activities and does not allow commercial, financial or other pressures to compromise impartiality.
    4. The laboratory will identify risks to its impartiality on an on-going basis. This includes risks that arise from its activities, or from its relationships, or from the relationships of its personnel.

Notes – relationships do not necessarily present a laboratory with a risk to impartiality. A relationship that threatens the impartiality of the laboratory can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding) and payment of a sales commission or other inducement for the referral of new customers.

* + 1. When a risk is identified, the laboratory demonstrates how it eliminates or minimizes the risk.

**Details, Documents, References and Records**

To ensure confidence in laboratory operations a formal management system has been implemented. Technical competence is ensured through the policies outlined in this Quality Manual. Impartiality is assessed through audits and approvals. Judgment is ensured through the hiring of qualified personnel and by continuously refining, upgrading, and improving his or her skills. Operational integrity is reviewed by management on a regular basis at management review meetings to ensure continued suitability and effectiveness of the management system. Any problems are acted on immediately through corrective action.

The organization and management structure of the laboratory, [its place in the parent organization] and the relationships between management, technical operations, support services and the management system is defined through the aid of an organizational chart.

[The following 3 options must be considered as an initial review for potential conflicts of interest. Choose one option and delete the other two or describe your potential conflict of interest situation. Consider or remove the Addendum and delete this paragraph and Option/Addendum headings once appropriate option has been selected. Font color can be changed to black]

[Option 1]

{The laboratory is not part of a larger organization and has been structured with a separate Quality Assurance Unit/Department that reports directly to the highest level of management. This organizational structure reduces the risk of bias and/or conflict of interest.}

[Option 2]

{The laboratory is part of <Click here and enter Name of Organization/Company the laboratory is part of> and reports to the <Click here and enter the Title which is a senior level of management>. This ensures the independence of the laboratory from the rest of the organization.}

[Option 3]

{The laboratory reports to the {*President / Vice President / CEO / Plant Manager*} in charge of [production]. This is considered a potential conflict of interest between the laboratory and other departments. Adverse influence against the laboratory’s ability to operate in an independent manner are reduced by [independent checks and/or audits from the Quality Assurance Unit/Department].}

[Addendum]

The responsibilities of the {*President / Vice President / CEO / Plant Manager*} include:

* developing, managing and guiding the larger organizations policies and procedures
* serving as a member of the executive committee which organizes and administers the relationship between the organization and the laboratory
* providing focus and coordinating functions regarding [...]
* participating in all senior-level administrative functions/committees of the organization as appointed by the <Click here and enter the appropriate Title>.

Management decisions shall maintain neutrality, fairness, independence, balance and objectivity, ensuring ethical business practices and that data is never altered or falsified.

The following list provides guidelines on how employees avoid conflict of interest situations. Employees shall not:

* falsify records, prepare fraudulent reports, or make false claims
* seek or use privileged or confidential company information, or data from any customer, for any purpose beyond the scope of employment
* conduct non-laboratory business on laboratory time, or use company facilities or equipment to conduct outside interests in business, unless prior approval has been obtained
* solicit business on their own behalf (rather than the laboratory) from a customer
* be employed by, or affiliated with, organizations whose products or services compete with laboratory products or services
* have employment that negatively affects or interferes with their performance of laboratory duties
* compete with the laboratory in the purchase, sale, or leasing of property or goods
* allow association, family, or friends to influence business decisions to their benefit - decisions must be made on a strictly business basis, always in the best interest of the laboratory
* make any decision that provides gains or benefits to the employee and/or others
* have personal financial dealings with an individual or company that does business with the laboratory which might influence decisions made on the laboratory’s behalf

Firm adherence to this code of values forms the foundation of our credibility. Personnel involved in dishonest activities are subject to a range of disciplinary action including dismissal.