

UPSCIENCE QUALITY POLICY

UPSCIENCE, a subsidiary of the ADM Group, is an independent laboratory accredited since many years by COFRAC. For more than 60 years, UPSCIENCE has been recognized as an expert laboratory for nutritional analyses for feed and food industries, enabling it to service many actors of those sectors. Its expertise is recognized by reference bodies such as OQUALIM or BIPEA where we chair and lead technical committees. UPSCIENCE is now the reference laboratory for nutritional analyses in the Animal Nutrition branch of ADM EMEA (NEOVIA).

Our laboratory performs analysis services to industrial customers in accordance with the requirements of the NF EN ISO/CEI 17025 standard. In this context, UPSCIENCE's Direction has set up a management system to ensure the application of the requirements of the normative standards applicable in its laboratories.

As a laboratory that provides analysis, we must ensure the independence of our activities, the impartiality of our teams and the confidentiality of the analysis data. Through our quality process, we ensure that UPSCIENCE staff do not suffer any pressure, financial, commercial, or otherwise, that could jeopardize their independence of scientific and technical judgment or impartiality. These requirements are also communicated and recalled through our Group's "Code of Good Conduct" and associated policies (impartiality, confidentiality, anti-corruption,...) communicated to all employees. A helpline is also available for each employee facing a risky situation that could defy our requirements for independence, impartiality and confidentiality.

Customer satisfaction is our main goal. As a result, our organizations have been significantly modified in recent years to deploy agile and efficient working methods to improve the quality of service and enforcement of our quality management system. Continuous improvement indicators are now in place in each service and their follow-up helps to define the actions required to improve them. Improvement sets include time for analysis, success in inter-laboratory testing and the quality of services sold.

The evolution of indicators and the effectiveness of continuous improvement action plans are reviewed annually by the executive committee. In these reviews, the new improvement objectives are defined and a review of risks and opportunities is carried out.

The laboratory has based the identification of its risks and opportunities on four major pillars:

- Ensuring quality of service and results reliability
- Involving each and every employee in the enforcement of policies and objectives, to ensure impartiality and confidentiality of services
- Monitoring indicators, non-compliant work, claims, implementing internal audits as a source of opportunity to prevent potential failures.
- Improving services through industrial performance and analysis of recurrences

Respect for good practices, the safety of our employees, the excellence of our skills and the claim of our know-how are guarantees of reliability and quality to best meet the needs of our customers.

Véronique GUERIF
Executive director