

# Customer charter

## 2017 - 2019

The State Laboratory's mandate is to provide Government Departments and Offices with an analytical and advisory service that supports their policies and regulatory programmes.

The State Laboratory is committed to providing a quality analytical and advisory service to all its customers and to meeting the challenges presented by changing regulatory customer needs and new and emerging technologies.

The goal of this Customer Charter is customer satisfaction through the delivery of a quality service.<sup>1</sup>

### Service standards The State Laboratory is committed in this Charter to:

1. Provide a top quality analytical and advisory service for its customers in an efficient and effective manner appropriate to the customers' needs.
2. Agree with customers and document in Service Level Agreements the standard of service to be provided.
3. Meet the commitments given in Service Level Agreements, including specific targets for sample turn around times.
4. Hold regular meetings with customers to review the quality of the service provided and to identify future legislative trends and their impact on customer requirements.
5. Operate in accordance with a documented quality system based on the ISO/IEC 17025 international standard for competence of testing laboratories and hold accreditation from the Irish National Accreditation Board (Reg. No. 146T) for specific areas of work as agreed in the Service Level Agreements.
6. Provide competent and impartial expert witness testimony in courts of law on issues relating to its analytical and advisory services.
7. Continuously adapt the analytical service provided to take advantage of technological progress and ensure that customers' current and future scientific needs are met.
8. Actively contribute to the development of relevant international standards and regulations governing chemical analysis.

**Contacts & suggestions** If customers are not satisfied with the service or results provided by the laboratory or if they feel the service standards set out in this charter are not honoured, they are invited to make a complaint. All such complaints will be investigated properly, fairly and impartially, according to the procedure for resolution of customer complaints documented in our Quality System. The laboratory also welcomes suggestions for improvement from all customers. The contact person for processing complaints or suggestions from customers and for queries or comments in relation to this charter is the QCS Officer.