



QUALITY POLICY

MISSION

The Non-Destructive Techniques Service of the Museo Nacional de Ciencias Naturales (MNCN), belonging to the Consejo Superior de Investigaciones Científicas (CSIC), was created with the mission of carrying out research activities of the center where it is housed, an emblematic center due to its duality as a CSIC research institute and a National Museum.

The analytical techniques that the Service develops are non-destructive, an essential characteristic for many delicate pieces, and for Natural Science museums, with specimens from the Scientific Collections of high historical and scientific value. The variety of techniques offered by this Service and its non-destructive nature, have a high analytical and scientific value that makes it highly demanded by multiple public and private organizations, and makes it a multidisciplinary research support service.

GENERAL PRINCIPLES

The Non-Destructive Techniques Service of the MNCN-CSIC, in order to obtain high levels of quality and excellence in the provision of services, and in our desire for continuous improvement, establishes its quality policy with the aim of carrying out the activities necessary to fulfill our mission as a Scientific Technical Service of the CSIC.

In compliance with the requirements reflected in the ISO 9001:2015 Standard, the Non-Destructive Techniques Service has defined and established its quality policy, and has developed its Quality Management System based on the following basic principles:

- Be consistent with the mission of the MNCN-CSIC.
- Ensure compliance with ethical principles, good practices and legal provisions in the field of research.
- Focus on processes when developing, implementing and improving the effectiveness of our Quality Management System and thus increase user satisfaction by meeting their requirements.



- Guarantee the quality and reliability of the results of our tests with the utmost rigor, and the greatest effectiveness and efficiency of the System.
- Promote the participation and responsibility of the technical staff of the Service in the operation of the Quality Management System and in the development of this Policy, in addition to providing, encouraging and managing the necessary training of the staff for the satisfactory development of their activities.
- Prevent risks and optimize the resources necessary to ensure the quality of our activities and compliance with the specifications and requirements agreed with our stakeholders.
- Review and evaluate our Quality Management System annually based on objective data, to provide continuous improvement of it with the firm purpose of maintaining the confidence of users in our Service.

Madrid, the 14th of March 2025

Rafael Zardoya
Director del MNCN-CSIC