

IMDEA Water Quality Policy

IMDEA Water Institute, in its firm commitment to continuous improvement and the pursuit of excellence, adopts the EFQM (*European Foundation for Quality Management*) model, promoted by the *Club de Excelencia en Gestión*, as a tool for identifying opportunities to improve organizational management. The Institute's ability to foster innovation in the field of management has been recognized with the Seal of Excellence 400, which certifies its level of maturity and performance in accordance with internationally recognized quality standards. Maintaining this seal requires a continuous effort to uphold a quality management system founded on values of excellence. Key priorities include the development of talent, the strengthening of organizational and leadership capabilities, the promotion of creativity and innovation, as well as the commitment to scientific progress through relevant, multidisciplinary research activities aimed at environmental sustainability.

For the development of this activity, IMDEA Water relies on a range of specialized facilities, among which the Analysis and Testing Laboratory, registered in the Network of Laboratories of the Community of Madrid (RLAB-002), stands out. The Laboratory operates in a quality-driven environment aligned with the ISO 9001 standard, with the aim of ensuring both technical competence (adequate infrastructure, qualified personnel, specific procedures, and calibrated and certified equipment) and the reliability and traceability of analytical results.

The Laboratory is organized into different functional units that provide analytical services to the Institute's research projects, either through quality control analyses or by developing and applying new analytical methodologies that add value to the projects. Thus, the analytical service is focused on meeting the needs of research personnel and collaborators, complying with current regulatory requirements, preserving confidentiality, objectivity, and impartiality in handling the information obtained, and promoting continuous improvement. Likewise, the Laboratory is committed to maintaining ongoing dialogue and active collaboration with interested parties to ensure their satisfaction through the delivery of results characterized by fully demonstrated reliability and comparability.

The Institute's Management commits to ensuring compliance with applicable requirements by providing the necessary human and material resources for the proper development of the Laboratory's activities. Furthermore, the Institute undertakes the continuous improvement of the implemented Quality Management System as a reference framework for setting quality objectives aligned with the center's strategic direction.

The Institute's Management hereby delegates sufficient authority to the heads of each unit within the Analysis and Testing Laboratory to maintain and enforce compliance with this Quality Policy.

Alcalá de Henares, 25th September 2025

Dr. Irene de Bustamante
Director