

## Quality Policy

This quality policy guides our actions to deliver value-added certification services by establishing, implementing, maintaining and continually improving our quality management system. To achieve this we are committed to the following focus areas:

### **CUSTOMER SATISFACTION**

We aim to meet the expectations of customers and relevant interested parties. Customer complaints, verbal or written, will be tracked and resolved.

### **IMPARTIALITY**

We will provide impartial certification services by managing conflicts of interest and ensuring objectivity of certification activities.

### **SERVICE QUALITY**

We will provide high quality certification services by conforming to international standards, while complying with applicable laws and regulations. Specifically, our certification services will conform to ISO/IEC 17021 and ISO/IEC 17065.

### **PERSONNEL COMPETENCE**

We will train and develop certification personnel to attain and maintain desired competency levels.

### **RISK-BASED APPROACH**

We will identify, evaluate and control the risks associated with conducting our certification activities to ensure that our quality management system achieves its intended outcomes.

### **CONTINUAL QUALITY IMPROVEMENT**

We will continually improve the effectiveness of our quality management system by measuring, monitoring and analysing our quality objectives, processes, services, and customer satisfaction.