

CERTIFICATION POLICY

ICERT Certification "the Certification Body" aims to promote, encourage awareness, environmental responsibility and help to continuously improve certification management issues with in industry, commerce and the public domain. We understand the importance of impartiality in carrying out our management system certification activities, manage conflict of interest and ensure the objectivity of our management system certification activities.

We wish to achieve our aims as a major international accredited certification body and recognize that effective management of our customers, our staff, our certification process and our business results makes good business sense. It is a fundamental and integral part of our business strategy.

ICERT adopt the following principles for inspiring confidence:

Impartiality, Responsibility, Openness, Confidentiality Responsiveness
to complaints risk-based approach (ISO 17021 clause 4.1)

We achieve this by: -

- offering an international certification service in accordance with ISO 17021 that is fair impartial and objective to all who wish to avail themselves of our service,
- providing our customers with a professional service that is perceived to add value to their business and satisfy their expectations,
- practicing sound certification principles through competent staff and overseas Managing Agent and Head Office Agents,
- caring for and valuing our staff,
- Select, appointed, train and evaluate our staff to deliver Audits that satisfy our customers, supervisory body and the standard we set,
- developing an open exchange of information with organizations and the public on the certification service that we offer,
- continuously improving the certification service, we offer,
- practicing sound business principles to manage the certification body and give a return on our shareholder's investment,
- Communicating this policy to our staff, customers and interested parties.
- ICERT shall not certify another CB for its quality MS.

Quality Manger
Eng. Ahmed Farahat