

QUALITY POLICY

It is the aim of ISO Management Services International ICERT to provide a friendly, flexible, high quality service that meets or exceeds the requirements of our customers in every respect.

We strive to achieve this by:

- Getting to know our customers, and understanding what is important to them;
- Developing our system and practices to better meet our customers' needs;
- Dealing with customer queries promptly and efficiently;
- Developing an ethos that is both friendly and professional;
- Reducing bureaucracy for our customers, whilst maintaining high levels of accountability and traceability;
- Being flexible and remembering that each customer has their own individual requirements;
- Ensuring our fees are as competitive as possible;
- Delivering a value-added service in audits and all other dealings with customers;
- Continually developing our staff and auditors in order to maintain a highly competent and motivated team;
- Continually reviewing our system, processes and procedures to identify opportunities for improvement.
- Ensure our systems meet the requirements of ISO 17021, ISO 17065 and all other legislation applicable to the effective operations of the company

This Policy Defines our commitment to quality, is known and understood by all within our company, and provides the philosophy upon which all our services are planned, developed and monitored.

The other policies are as follows:

- No person is used for certification or assessment work if his/her judgment could be influenced by his/ her employer's involvement with the organization being assessed.
- Individuals who are involved in certification, including those acting in a managerial capacity or as Governors, must not have been involved in any consultancy activity for the organization being assessed, or any organization related to it, in the preceding two years.
- The services of the Certification Body be available to all organizations equally, subject to acceptable commercial terms, except that no organization be certified if it has employed any employee or shareholder of the Company as a consultant or adviser within the preceding two years.
- The General Manager be free from control and undue influence by anyone with a direct commercial interest in the services to be certificated.
- Staff be assigned only to those tasks to which they are suited by virtue of qualifications, training and experience.
- Information about clients or auditors be held and stored to be secure and in confidence, except so far as required by law.
- Reports about, and other information concerning clients and auditors be made available to staff and Governors only as far as they have a need to know.

Quality Manager
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