

# Quality Policy



**EQSC**

2017

The EQSC's Quality Policy is focused on ensuring the credibility of the certification decisions, being in full compliance with EQSC's principles.

EQSC is **impartial, competent, accountable, transparent, ensure confidentiality** and solutions of the **complaints** related to the certification decisions.

The EQSC's Quality Policy is based on the EQSC's Principles, has defined Objectives as well as Methods to achieve them.

This Policy is introduced and communicated for all EQSC's staff based on their hierarchy levels, as part of the management process and being familiar with all principles and internal processes of work within EQSC.

This policy is published and is open for the public in its website.

### 3.1 Principles of the Quality Policy

The EQSC's policy, as it is defined by the EQSC's Manager, is to ensure the clients that is offers a qualitative service, and continuously improving.

In order to achieve its primary goal, EQSC has defined:

- Understanding the importance of impartiality and confidentiality in performing the activities according to its certifying system definitions;
- Management of conflicts of interest and ensuring the impartiality of its certification system;
- Identify the customer's requirements and comparing its performance with the customer's requirements;
- Introducing continual innovations on services offered to the clients and partners;
- Drafting and provision of high quality services that meet the clients' requirements and interested parties, related to the quality/environmental implications of its services and activities;
- Maintaining of granted recognitions and certifications for the services provided, in support of actual and potential clients' expectations, including so the continual professional capacity building of the staff;
- Continuous compliance with the ISO 17021 requirements, other international standards,

accreditation body's requirements, etc., concerning the EQSC's provided services.

The approved Quality Manual, Procedures and Regulations, are developed and synthesized in such a way that doesn't allow EQSC to discriminate and not obstruct or restrict the involvement in the certification process to anyone who requests it, regardless of size or membership in any association or group.

EQSC's services are open and available for all entities seeking certification, and that implement the obligations set out by EQSC in its Certification system. EQSC ensures full transparency by making public information concerning the certifications granted, application form for EQSC services, possibility to appeal/complaint or suggesting improvement of the service quality, part of its quality management system in electronic form (e-mail, website, etc.) or in written form via (fax, mail, etc).

EQSC's impartiality is ensured through its Impartiality Committee, an independent decision making organ, composed by representatives from different categories of certification subjects or being beneficiaries of the certification process. This body task is also to supervise the EQSC's policies and strategic development aspects.

### 3.2 Quality Objectives

The EQSC's defined quality objectives are:

- Ensuring an impartial and professional certification process that will ensure added values for EQSC's clients;
- Performing all its auditing and certifying activities in accordance with defined criteria's of ISO 17021;
- Acquiring and maintaining the accreditation based on ISO 17021, or other national and/or international recognitions;
- Being recognized by the partners in the sector where EQSC operates as a qualitative service provider, with devotion and professionalism;
- Exercising the activity in a responsible, transparent, impartial, and efficient way in any step of the process;
- Protect and maintain the integrity of its auditing and certifying activities;
- To handle and manage the complains or appeals in time and in appropriate way, and receive preventive and corrective measures where necessary;
- To ensure that records and other obtained data from the clients or her committees, classified as confidential, are not being public without permission.

### 3.3 Quality Methods

The above mentioned principles defined by EQSC will be fulfilled through the implementation of:

- Performing of Internal Audits;
- Performing periodical controls of Quality Management System, to define its effectiveness in reaching the goals and objectives;
- Use and management of adequate and sufficient resources to reach the quality objectives;
- Making understandable this quality policy and necessary mechanisms to fulfill this policy, at all levels of staff/personnel;
- Regular staff capacity building and continual trainings.