

**CERTIFICATION POLICY & OBJECTIVES**

# Certification Policy & Objectives

---

## 1. Policy

CQAL shall strive to provide certification services to its customers in accordance with the national and international norms with emphasis on:

- *Independent of any undue influence of any stakeholder and to conduct its business professionally*
- *Impartial in its decision on criteria and process of certification*
- *Accurate and Reliable in providing services to all clients without bias*
- *Imbibe best practices for certification processes for achieving customer satisfaction*

## 2. Quality Objectives

CQAL Objectives

- *Continuously improve the quality of certification process in line with the international improvements and with the support of Qualified professionals*
- *To Seek Global recognition in Certification scheme*
- *Ensure Prompt response to Customers*

## 3. Impartiality

Decisions based on objective evidence of conformity, not influenced by other interests.

CQAL personnel including its senior executive and staff are free from any commercial, financial and other pressures for undertaking Management Systems Certification activity and other activities undertaken by it which might influence the results of the certification process.

## 4. Competence

- All personnel involved in carrying out the Management Systems Certification audits are selected based on pre-identified requirements including knowledge and skills.
- All personnel involved in the Management System certification are assigned activities for which they are adequately trained and have relevant experience and are competent to fulfill their roles

# Certification Policy & Objectives

---

## 5. Responsibility

CQAL is responsible for all decisions related to certification, including: granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification

## 6. Openness

CQAL shall publish, update or make available on request information regarding the management systems certification and how they are operated, the requirements for obtaining certification and a list or register of licensees including status and the scope of their certification. The information regarding management systems certification available in [http://conceptqalabs.com/?page\\_id=480](http://conceptqalabs.com/?page_id=480) These publications are reviewed at least once in three years and at any other time as and when change may be considered necessary.

## 7. Confidentiality

- CQAL maintains a policy and arrangements to safeguard the confidentiality of the information Obtained during performance of audits
- All employees and any personnel, including members of the committees sign a Confidentiality Agreement

## 8. Responsiveness to Complaints

- CQAL ensures prompt response to the complaints in a timely manner and provide effective resolution to the complaints.
- Receipt of each complaint is acknowledge immediately
- Complaints will be handled in an efficient & effective manner