


Certification Policy & Objectives		
003	Authority: CQAL Process Manager	Effective: 12/12/2022

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*
- *Getting to know our customers, and understanding what is important to them*
- *Dealing with customer queries promptly and efficiently*
- *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*

2. Objectives


- Continuously improve the quality of certification process in line with the international improvements and with the support of Qualified professionals
- Ensure **0 (Zero)** Major Customer Complaints
- Improve ISO Clients & Revenues by **20%**
- Ensure **0 (Zero)** Customer appeals and disputes
- Target **0 (Zero)** Major Non-Compliance during Internal Audits
- Target **0 (Zero)** Major Non-Compliance during External Audits
- Ensure impartiality in all the certification activities

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

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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 Directory of ISO certified organizations from CQAL published in Concept QA labs website

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 will be acknowledged immediately
- Complaints will be handled in an efficient & effective manner