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Management system to demonstrate compliance with ISO/IEC 17021-1:2015

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GENERAL POLICY OF CQA CERTIFICATION

CQA Certification is committed to providing management system certification services that are **competent, consistent, impartial and objective**. This means that CQA Certification is committed to:

- **Competence:** Ensuring that its staff and auditors have the necessary knowledge, skills and experience to assess the compliance of management systems with the requirements of applicable standards.
- **Coherence:** Apply the evaluation criteria uniformly and consistently to all customers, ensuring fairness and equal treatment
- **Impartiality:** Conduct certification activities objectively and independently, without being influenced by personal or external pressures.
- **Objectivity:** Base certification decisions on objective and verifiable evidence gathered during audits.

Our business is guided by the core principles of **impartiality, competence, accountability, openness, confidentiality, responsiveness to complaints and a risk-based approach**. These principles, based on ISO/IEC 17021, form the basis of the value and credibility of our certifications.

CQA Certification is committed to providing high-quality certification services based on sound technical competence, an impartial and transparent approach and responsible information management. Our services are designed to help organisations improve their management systems and demonstrate their compliance with the requirements of international standards.

Primary Objective:

The primary objective of CQA Certification is to inspire confidence in all stakeholders, including customers, authorities and the public, that a management system certified by CQA Certification fully meets the defined requirements. This confidence is based on:

- **Reliable and credible certifications:** CQA Certification must be recognised as a guarantee of conformity and commitment to quality.
- **Competence and professionalism:** CQA Certification must be recognised for the competence and professionalism of its staff and auditors.
- **Impartiality and objectivity:** The certification process must be conducted impartially and objectively, without external influence.
- **Transparency and communication:** CQA Certification must clearly and transparently communicate its processes and decisions.

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CQA Certification aims to be a reliable partner for organisations wishing to certify their management systems, guaranteeing a rigorous, credible and transparent certification process.

Commitment to Impartiality:

CQA Certification is committed to maintaining impartiality in all its certification activities, namely:

- **Acting objectively and independently:** Certification decisions will only be based on objective evidence of compliance, without being influenced by commercial, financial or other pressures.
- **Identifying and managing conflicts of interest:** CQA Certification takes strict measures to identify and manage any conflicts of interest, both internal and external, that could compromise the impartiality of the certification process.
- **Protecting the audit process:** CQA Certification ensures that the audit process is conducted in a fair and impartial manner, without unnecessary interference or pressure from third parties.
- **Ensuring the competence and integrity of auditors:** CQA Certification auditors are selected and trained to ensure their competence, integrity and impartiality.

We recognise potential threats to impartiality, such as self-interest, self-review, familiarity and intimidation, and take rigorous measures to mitigate them. Our certification decisions are based solely on objective evidence of compliance, gathered during audits.

CQA Certification is committed to ensuring that the certification process is fair, objective and transparent. Certification decisions will only be made on the basis of concrete and verifiable evidence, without being influenced by external factors.

Staff Competence:

CQA Certification attaches great importance to the competence of its staff. We recognise that the quality of our certification services is directly dependent on the knowledge, skills and experience of our staff. For this reason, we are committed to:

- **Carefully select personnel:** We use strict selection criteria to ensure that we only hire highly qualified personnel with a proven track record in the certification industry.
- **Providing comprehensive training:** We offer comprehensive and up-to-date training programmes to ensure that our staff are always up-to-date with the latest certification, standards and regulations.
- **Continuously evaluating competencies:** we continuously monitor and evaluate the competencies of our staff through internal audits, customer feedback, mentoring programmes and other professional development activities.

This approach allows us to ensure that our personnel possess the knowledge, skills and experience necessary to perform effectively and professionally, contributing to the credibility and reliability of our certifications.

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CQA Certification continuously invests in developing the skills of its staff to ensure that our clients receive high quality certification services, conducted by experienced and qualified professionals.

Responsibility:

CQA Certification recognises that the responsibility for achieving and maintaining compliance with management system requirements rests ultimately with the client organisation. We understand that the implementation and continuous improvement of a management system is a commitment of the organisation itself and requires the active involvement of management and staff.

Our role as a certification body is to objectively and impartially assess the compliance of the management system with the requirements of the reference standard. This means that:

- **We do not replace the organisation in the management system.**
- **We do not provide expert advice on management system design or implementation.**
- **We conduct independent and rigorous audits to assess compliance.**
- **We make impartial judgements based on objective evidence.**

CQA Certification acts as an independent and impartial assessor, providing objective feedback on the conformity of the management system and supporting the organisation on its path to continuous improvement.

Transparency and Confidentiality:

CQA Certification is committed to operating with maximum transparency, providing the public with clear and complete access to information about our certification processes and certification status. This commitment is realised through:

- **Publication of information on the website:** CQA Certification publishes on its website detailed information on its certification processes, reference standards, fees and how to apply for certification.
- **Open communication with stakeholders:** CQA Certification maintains open and transparent communication with all stakeholders, including customers, authorities, accreditation bodies and the public, responding promptly to requests for information and clarification.
- **Access to certification documents:** CQA Certification guarantees access to certification documents, in compliance with privacy regulations and confidentiality agreements with clients.
- **Sharing of non-confidential information:** CQA Certification undertakes to share non-confidential information relating to audit results, such as those conducted in response to complaints, with specific interested parties who request it and demonstrate a legitimate interest.

At the same time, CQA Certification guarantees the highest confidentiality of the information provided by its customers by taking strict data protection measures. These measures include:

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- **Confidentiality agreements:** CQA Certification enters into confidentiality agreements with all staff, auditors and external collaborators, who undertake to protect the confidentiality of client information.
- **Security procedures:** CQA Certification implements security procedures for information management and storage to prevent unauthorised access, disclosure or loss of data.
- **Staff training:** CQA Certification provides its staff with ongoing training on handling confidential information, to make them aware of the importance of confidentiality and how to protect data.

This balance between transparency and confidentiality is crucial to maintain the trust of clients and ensure the integrity of the certification process.

CQA Certification is committed to transparency, providing public access to information about our certification processes and certification status. At the same time, we ensure the utmost confidentiality of the information provided by our clients, taking strict measures to protect data.

Complaint Management:

CQA Certification recognises the importance of effective complaint handling as an integral part of its commitment to quality and customer satisfaction. We are committed to handling complaints in a timely, impartial and effective manner, seeking to resolve issues raised to the satisfaction of all parties involved.

To this end, CQA Certification has implemented a structured process for handling complaints, which includes:

- **Reception and registration:** All complaints received, regardless of the communication channel used (e.g. email, telephone, letter), are registered and handled according to a defined procedure.
- **Preliminary assessment:** Each complaint is assessed to determine its relevance and admissibility.
- **Investigation:** complaints deemed valid are thoroughly investigated to ascertain the facts and causes of the problem.
- **Decision:** based on the results of the investigation, CQA Certification makes a decision on the complaint, which may include corrective action, compensatory measures or other appropriate solutions.
- **Communication:** The decision and any action taken are communicated to the complainant in a clear and timely manner.
- **Monitoring:** CQA Certification monitors the effectiveness of the actions taken and verifies the complainant's satisfaction.

CQA Certification is committed to listening carefully to its customers and other stakeholders, taking their complaints seriously and seeking effective solutions to solve problems and improve its services.

Risk Based Approach:

CQA Certification recognises the importance of adopting a risk-based approach in the management of all its activities. This means that CQA Certification is committed to:



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- **Identifying risks:** identifying risks that could compromise CQA Certification's ability to provide competent, consistent and impartial certification services.
- **Evaluate risks:** evaluate the likelihood of these risks occurring and their potential impact on certification activities.
- **Implement control measures:** Implement appropriate control measures to mitigate identified risks and minimise their impact.
- **Monitor risks:** Constantly monitor risks and the effectiveness of control measures, adapting measures as required.

CQA Certification takes a proactive approach to risk management, seeking to anticipate and prevent problems that could compromise the quality of our certification services.

Continuous Improvement:

CQA Certification is committed to continuously improving its services and its management system in order to guarantee customer satisfaction and the credibility of the certifications issued. This commitment translates into a systematic process of:

- **Performance monitoring:** CQA Certification constantly monitors its performance, analysing key indicators such as customer satisfaction, process efficiency and the effectiveness of the management system.
- **Identifying opportunities for improvement:** CQA Certification identifies opportunities for improvement through data analysis, customer feedback, internal audits and management system reviews.
- **Implementation of corrective and preventive actions:** CQA Certification implements corrective actions to resolve any non-conformities and preventive actions to avoid the recurrence of problems.
- **Innovation and development:** CQA Certification invests in innovation and the development of new services and solutions to meet the evolving needs of the market and customers.

CQA Certification is not content with providing certification services that meet minimum requirements, but strives to constantly improve its performance in order to offer its customers an excellent service and maintain its leading position in the certification industry.

Place and Date: Budapest, 24/03/25

Martina Schmidt
Martina Schmidt
In the role of General Management