

KQC Quality Policy

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Operations and Technical Manager		Director, Operations

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1. Purpose

This policy document serves to set the quality parameters that KQ Certification Limited operates within.

2. Scope

This policy applies to the full scope of KQ Certification operations, certification activities and geographies in which it operates.

The certification process offered by KQ Certification is applicable to manufacturing and service organisations, in public and private sectors and is administered in a non-discriminatory manner.

This process is designed to provide the client service of system assessment and Certification by assessing and monitoring the client's definition and implementation of their management system in an objective and impartial manner, against the audit criteria defined.

KQ Certification's management system is maintained in accordance with, the current requirements of:

- ISO/IEC 17021 series, including the management system requirements of 17021-1 - option A
- IAF Mandatory, Guidance and Decision Documents
- Accreditation body specific requirements

3. Definitions

Please refer to the KQC Quality Manual (M001) Annex 01 for the current definitions that relate to KQC Management System.

4. Responsibility and authority

Responsibility	
Director, Operations	The Director, Operations has ultimate responsibility for approval of the Certification Body's Quality Policy and decisions related to it.
Operations and Technical Manager	The Operations and Technical Manager has responsibility for the definition of the Certification Body's Quality policy, processes, and controls. In addition, the Operations and Technical Manager has responsibility for coordinating the implementation of the Certification Body's Quality policy.
Employees and contractors	Employees are each individually responsible, relative to their role, for the implementation of the Certification Body's Quality policy, processes, and controls.
Contractors	Individual Contractors are each individually responsible, relative to their role, for the implementation of the Certification Body's Quality policy, processes, and controls.
Sub-contractors	Subcontracting organisations, if used, are responsible, relative to their role, for the implementation of the Certification Body's Quality policy, processes, and controls.
Authority	
Director, Operations	The Director, Operations has ultimate authority for the implementation of processes and controls that reflect the organisation's Quality Policy (this document). This authority may be delegated to the Operations and Technical Manager as required.
Operations and Technical Manager	The Operations and Technical Manager, under the authority of the Director, Operations, has operational authority for the implementation of processes and controls that reflect the organisation's Quality Policy (this document). This

	extends to orientation of new recruits (employee and contract) to the organisation.
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5. Reference documents

Document number	Document title
ISO 17021-1:2015	Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements
IAF Mandatory and Guidance documents	As applicable to the scope of operation
IAF Decisions	As applicable to the scope of operation
Accreditation body specific requirements	As applicable to the accreditation held.

6. Policy

KQ Certification's Quality Policy is to provide our clients with an impartial, objective and quality service.

In order to deliver the quality service top Management at KQ Certification are committed to:

- Developing and implementing a management system in accordance with the requirements of ISO/IEC 17021 series as applicable.
- Establishing procedures to review its management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of ISO/IEC 17021 series as applicable.
- Ensuring that policies are understood, implemented and maintained at all levels of KQ Certification
- Understanding and acting on the importance of **impartiality** in all management system certification activities
- Understanding and acting on the importance of **confidentiality**
- Managing **conflicts of interest** to ensure objectivity in its activities
- Acting on client requirements and **measuring performance** against those requirements
- Implementing a **continual improvement** process which advances its service delivery.
- Anticipating the **future needs** of clients and stakeholders in order to provide relevant services.
- Generating and maintaining the required **knowledge and competence** of the KQ Certification team that is needed to support service delivery,
- Providing **continual professional development** opportunities for the KQ team.
- Continually **satisfying the requirements of ISO/IEC 17021** series and the related requirements for an Accredited Certification Body, operating under the IAF.
- Appreciating and managing the quality, environmental and occupational health and safety impact of the KQ Certification operation.
- Being responsive and objective to any customer **complaints, disputes, or appeals**.
- Maintaining the **resource types and levels** required to deliver effective and compliant assessment services.

KQ Certification complies with all legislation and regulations specifically related to its business practices.

KQ Certification continually monitors its quality performance through management review and implements improvements as required.

This Quality Policy is reviewed at management review to ensure its continuing suitability.

Quality Objectives

KQ Certification has determined quality objectives that are critical to the success of the Certification Body. These are described in F001-7 – Quality Objectives. All quality objectives are monitored by Management Review .

Management representation

KQ Certification has appointed the Operations and Technical Manager to ensure that the Company's Quality Management Systems requirements are established, implemented and maintained:-

- Ensuring that the management system is implemented and maintained in accordance with the requirements of ISO/IEC 17021 series.
- Reporting on the performance of the management system, including identifying needs for improvement to the management team.

In the prolonged absence of the Operations and Technical Manager, the management team shall nominate a senior manager to deputise with the full authority and responsibilities of the role.

7. Records

Records in relation to the management of Quality are maintained for a minimum of seven years, in accordance with P023 Control of Records Policy.

Revision Log		
Version #	Description of Change	Release Date
1.3	Updated with job titles and definition reference to Quality Manual	27 th November 2024
1.4	Updated with additional elements to policy	4 th February 2025
1.5	Updated Job titles	13 th August 2025.