

**Document owner: General Manager**  
**Document approver: Director**

**Document number: P001**  
**Issue: 1.1**

**KQ Certification Ltd.**

**Quality Policy**

**1.0 Purpose**

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

**2.0 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 Documents
- Accreditation body specific requirements

**3.0 Responsibility and authority**

Responsibility	
Director	The Director has ultimate responsibility for approval of the Certification Body’s Quality Policy and decisions related to it.
General Manager	The General Manager has responsibility for the definition of the Certification Body’s Quality policy, processes, and controls. In addition, the General 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 organisation, if used, are responsible, relative to their role, for the implementation of the Certification Body’s Quality policy, processes, and controls.
Authority	
Director	The Director 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 General Manager as required.
General Manager	The General Manager, under the authority of the Director, 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.

**4.0 Reference documents**

ISO 17021-1:2015: Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements

IAF Mandatory documents As applicable

Accreditation body specific requirements As applicable to the accreditation held.

**5.0 Policy**

KQ Certification’s Quality Policy is to provide our clients with an impartial, objective and quality service. In order to deliver the service KQ Certification has established to set the parameters for operation by:

- Understanding and acting on the importance of impartiality
- 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 17021-1 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.

**6.0 Records**

Records in relation to the management of Quality are maintained for a minimum of seven years, in accordance with the Records Management Policy P005.

Revision log		
Revision	Description of Change	Release Date
0.1	First draft	22 <sup>nd</sup> March 2024
1.0	First issue	28 <sup>th</sup> March 2023
1.1	Updated for readability	9 <sup>th</sup> May 2024