



## QUALITY POLICY STATEMENT

ISS aims to provide quality oriented and value-based services in the field of third-party auditing and certification/registration for different management systems with the purpose of assisting its clients' organizations in enhancing their capability and achieving best performance in their marketplace.

ISS is responsible for all decisions relating to the granting, refusing, maintaining of certification, expanding or reducing scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification of ISS customers. ISS carries out its certification activities in an impartial manner and exercises utmost care in managing conflict of interest and ensuring objectivity in certification process and decision making with earnest endeavor to maintain independence in certification activities without influence of any commercial, financial or other interests.

ISS is committed to enhance effectiveness of management system through continual improvement. To implement the above Policy, ISS ensures that all its personnel will:

- Understand their role in implementing this policy.
- Understand the spirit and intent of this policy.
- Recognize their responsibility towards its successful implementation.

### Quality Objectives

The quality policy states the overall intent of the management of certification body with regard to quality. ISS's policy objectives are to:

- Operate Management Systems Certification/Registration services for total satisfaction of clients' organizations by ensuring that no major nonconformity is observed by accreditation body.
- Provide quality and value-based services, through completion of certification/registration process in a time bound manner.
- Achieve continued/sustained business growth.
- Operate management systems to maintain credibility of certification services by minimizing exceptions from stakeholders.



- Improve capability of human resources by upgrading skills and competencies

The objectives are discussed, set and reviewed in the annual management review meeting. The 2 objectives below are the main ones to be monitored and reviewed. More will be added based on the management review meeting each year, if there is any.

- Zero written customer complaint per year.
- Customer appeals less than 1 case per year.