

## Quality Policy



**ESQ CERTIFICATION ASSURANCE d.o.o.** act as Certification Body for management systems in accordance to the ISO 17021.as. ESQ CERTIFICATION ASSURANCE d.o.o. is responsible for all decisions relating to the granting, maintaining, extending, reducing, suspending and withdrawing of certification of its customers.

Our policy is to provide confidence in our certification decisions through maintaining principles. These principles relate to ensuring: impartiality; competence; responsibility; openness; confidentiality and complaint resolution within the certification decision processes. We ensure that conflicts of interest are avoided, managed and objectivity of ESQ CERTIFICATION ASSURANCE d.o.o. activities is maintained.

We commit to ensure compliance of our certification processes with requirements of international and national standards for conformity assessment, as applicable to the certification program.

Our certification processes will be subjected to continual review and improvements made to increase effectiveness of the management system defined in our quality manual.

ESQ CERTIFICATION ASSURANCE d.o.o. is therefore committed to:

- Ensure impartiality and independence, ensuring objectivity of its certification activities and managing potential conflict of interest
- Conduct operations in an effective and efficient manner, and to maintain the integrity of certification activities by the use of trained and competent management, assessment and support staff
- Verify the effectiveness of the Quality Policy and its Management System , through suitable performance indicators and objectives
- Deal with any received complaint in an appropriate and timely manner, and where the complaint is justified make every effort to resolve the issue.
- Ensure the security of the records that it holds and to maintain confidentiality of any information obtained as part of the assessment process.
- Practicing certification principles which deliver confidence by means of qualified and competent personnel

This policy will be continually reviewed with respect to the changes in conformity assessment standards to ensure that it remains relevant and suitable

Solkan, March 2019

Director  
Ing. Raimondo Romeo

A handwritten signature in blue ink, appearing to read 'Raimondo Romeo', is written over the printed name.