

Quality Policy



The goal of the SPS INTERCERT certification body is to provide a certification service that is distinguished by its professionalism, efficiency, timely delivery and cost/performance ratio. The main objective of SPS INTERCERT is to fulfill the tasks delegated to it in such a way as benefits society at large and the global economy the most and be independent and impartial. SPS INTERCERT's first priority is to its customers. In order to stay competitive on the international market, every job is handled equally, whether foreign or domestic.

Management system certification must meet international requirements in line with ISO/IEC 17021-1. Product certification must meet international requirements in line with ISO/IEC 17065. SPS INTERCERT seeks to utilize its management system in order to effectively support high national and international certification requirements.

SPS INTERCERT understands the importance of impartiality in carrying out its certification activities, manages risks to its impartiality and ensures the objectivity of its certification activities.

This is achieved by:

- Consistently applying quality requirements and meeting the needs of the customer in regard to the development, costs and duration of the transaction for every certification process is of paramount importance to SPS INTERCERT.
- The systematic updating, application and development of SPS INTERCERT is not only confined to maintaining any single system or process, rather it is designed to encourage all participants to strive for the proper quality and to assume greater responsibility during work processes.
- SPS INTERCERT's activities are carried out independently of political and economic interests, are not subject to outside influence and follow legal policies not discriminating any parties interested in its services.
- SPS INTERCERT assumes complete responsibility for the assigned tasks. This means not only making information of public interest freely available, but also the proper handling of confidential information.
- SPS INTERCERT has implemented a complaint management system.

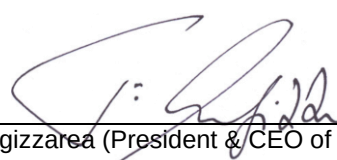
The management system of SPS INTERCERT is organized in order to reach the preset objectives fully respecting the requirements and the applicable norms.

The dispositions defined and communicated by the president of SPS INTERCERT to the entire staff for the attainment of such objectives entail:

- The respect of the reference norms for the constitution and the activity of the Certification Bodies.
- The absolute independence of the Governing Board and Steering Committee.
- The employment of qualified personnel for auditing purposes that will operate in absolute autonomy.
- The training and the information of the personnel that operates in the management system.
- The complete respect of the rules defined in the Management System documents (MSM, Annex, Procedures and forms).
- The constitution of an Arbitration Committee for appeals, independently from the Governing Board and however the occurrence of situations that can originate reasons for appeal to the Arbitration Committee by clients is to be avoided.
- The respect of the schedule as planned for the implementation of the certification and surveillance activities.
- The evaluation of the adequacy and the respect of the reference norms and of the objectives defined through internal audit.
- The supreme objective of all activities of SPS INTERCERT is to achieve, maintain and further improve customer satisfaction through continuous improvement of our service quality.
- The evaluation of the client's satisfaction concerning the Certification service with suitable tools.

The verification of the management system's adequacy and effectiveness in the attainment of the defined objectives is periodically re-examined by the President and approved by the Governing Board. The President of SPS INTERCERT has full responsibility and authority in assuring the respect of everything stated in the Management System documents.

Bonn, July 31th, 2019


Feridoon Sergizzarea (President & CEO of SPS INTERCERT)