Quality Policy (Certification Policy)

Comply Quality & Standardization Certificates Issuing Services (CQC) realize the significance of impartiality in carrying out our management system certification activities, handle conflict of interest and ensure the objectivity of our management system certification activities.

- CQC Quality Policy is to provide confidence in our certification activities and decisions. through maintaining principles related to ensuring impartiality, competence, responsibility, openness, confidentiality, and complaint resolution.
- CQC ensures that conflicts of interest are avoided, managed and objectivity of CQC Certification scheme is maintained.
- Achieve high level of quality in all aspects of its work by adoption of documented quality assurance procedures complying with criteria set out in ISO/IEC 17021:2015 & ISO/TS 22003:2013 for FSMS and HACCP certification and to achieve & maintain the efficient certification process in compliance with the EIAC accreditation.
- The audit and certification decisions of CQC are based on objective evidence of conformity following documented procedures.
- CQC is fully responsible for the decisions relating to assessment of food safety management systems, which include granting, maintaining, extending, reducing, suspending, and withdrawing of certification.
- The policies and procedures of CQC are non-discriminatory and the services are open to all applicants whose activities fall within CQC scope of accreditation.
- The certification processes are subjected to continual review and improvements are made to increase the effectiveness of the management system defined in the quality manual.
- This policy will be continually reviewed with respect to the changes in conformity assessment standards to ensure that it remains relevant and suitable.
- Communicating this policy to our personnel, customers and interested people.

Policy Approved by:

B. Fairoz Khatun

Certification Manager

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