

PCA GLOBAL SERVICES LLP

QUALITY POLICY

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REVISION HISTORY

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1. Policy Statement

PCA Global Services is committed to providing impartial, competent, consistent, and confidential certification services for management systems. We are dedicated to ensuring that our certification activities are conducted in accordance with ISO/IEC 17021:2015 and other relevant standards and requirements, and that they consistently meet the needs and expectations of our clients and stakeholders.

We are committed to:

- **Impartiality:** Safeguarding impartiality and objectivity in all our certification activities, ensuring decisions are based on objective evidence of conformity.
- **Competence:** Maintaining and continually improving the competence of our personnel involved in certification activities, ensuring they possess the necessary knowledge, skills, and experience.
- **Customer Focus:** Providing valuable and responsive certification services that meet client needs, are accessible, and are delivered in a timely and professional manner.
- **Confidentiality:** Protecting the confidentiality of all client information obtained or created during certification activities.
- **Continual Improvement:** Continually improving our management system and certification processes to enhance effectiveness, efficiency, and client satisfaction.
- **Compliance:** Complying with the requirements of ISO/IEC 17021:2015, relevant accreditation standards, and all applicable legal and regulatory requirements.

This Quality Policy provides a framework for establishing and reviewing quality objectives and is communicated, understood, and implemented within PCA Global Services. Top management is fully committed to this policy and to the effective operation of the management system.

2. Scope

This Quality Policy applies to all certification activities and related processes undertaken by PCA Global Services for management systems, regardless of the geographical location or type of certification scheme. It encompasses all personnel, committees, and outsourced activities involved in the certification process.

3. Principles and Objectives

To achieve the commitments outlined in this Quality Policy, PCA Global Services will adhere to the following key principles and objectives:

- **Impartiality and Objectivity:**
 - Identify, analyze, and document potential conflicts of interest arising from certification activities.
 - Implement safeguards to eliminate or minimize identified conflicts of interest to ensure impartiality is maintained.

- Ensure that certification decisions are made objectively and based solely on evidence of conformity, free from undue influence or bias.
- Maintain an Impartiality Committee (or equivalent mechanism) to oversee impartiality and provide independent review.
- **Competence and Professionalism:**
 - Establish and maintain competence criteria for all personnel involved in certification activities, including auditors, technical experts, and decision-makers.
 - Provide appropriate training and development opportunities to ensure personnel possess and maintain the required competence.
 - Evaluate and monitor the competence of personnel on an ongoing basis.
 - Ensure that auditors are selected and assigned based on their competence to cover the scope of audits effectively.
 - Promote ethical conduct and professionalism among all personnel.
- **Customer Focus and Satisfaction:**
 - Understand and address the needs and expectations of clients and other stakeholders.
 - Provide clear and accessible information about our certification services, processes, and requirements.
 - Ensure efficient and effective communication with clients throughout the certification process.
 - Seek and act upon client feedback to improve services and client satisfaction.
 - Maintain a fair and responsive complaints and appeals handling process.
- **Confidentiality and Data Security:**
 - Establish and implement robust confidentiality policies and procedures to protect client information.
 - Ensure that all personnel are aware of and adhere to confidentiality requirements.
 - Implement appropriate data security measures to protect client data from unauthorized access, disclosure, or loss, in accordance with relevant data protection regulations.
- **Continual Improvement and Effectiveness:**
 - Establish and maintain a management system that is regularly reviewed and improved for effectiveness and efficiency.
 - Utilize internal audits, management reviews, customer feedback, and performance data to identify areas for improvement.
 - Implement corrective actions to address nonconformities and prevent recurrence.
 - Promote a culture of continual improvement throughout the organization.
 - Set and monitor quality objectives aligned with this policy to drive improvement.
- **Compliance and Legal Requirements:**
 - Maintain awareness of and comply with all applicable requirements of ISO/IEC 17021:2015 and relevant accreditation standards.
 - Comply with all applicable legal, regulatory, and contractual requirements related to certification activities.
 - Monitor changes in standards and regulations and update our management system and processes accordingly.

4. Records

The following records shall be maintained in accordance with the PCA Global Services Record Management Procedure (CB-PROC-RECORD-MANAGE-001) to demonstrate the effective implementation and continual improvement of the Quality Management System:

- Records of internal quality audits and audit findings
- Management review meeting minutes and action items
- Records of corrective and preventive actions (CAPA) taken
- Performance monitoring data, including key quality objectives and KPIs
- Client feedback, complaints, and satisfaction surveys
- Training records evidencing staff competence in quality-related roles
- Updates and revisions to the Quality Policy and related procedures
- Evidence of monitoring and achievement of quality objectives

5. Review and Communication

This Quality Policy shall be:

- **Reviewed for continuing suitability** at least annually during management review, or more frequently, if necessary, to ensure it remains relevant and effective.
- **Communicated and made available** to all personnel within PCA Global Services and to relevant external stakeholders, including clients and the public.
- **Understood and implemented** by all personnel involved in certification activities.

[Signature of Top Management Representative]

[Name and Title of Top Management Representative]

[Date of Approval]