



## Quality Policy

At Certifi we are committed to a Quality Management System that encapsulates relevant Standards in relation to both our contractual and legislative requirements, resulting in a fully compliant way of conducting our business. Our goal is to provide best practice certification services for management systems standards such as ISO 9001, ISO 14001 and AS/NZS 4801.

In implementing this policy Certifi will:

- Identify, promote and strive for best practice in quality management systems and operations
- Strive to continuously improve our systems and processes, so all staff and stakeholders are engaged to support our activities and demonstrate the Certifi culture of day to day Business Improvement
- Commit to establishing measurable objectives and targets to ensure continued improvement aimed at client satisfaction achieving this through regular monitoring, training and reporting at management meetings
- Commit to providing appropriate resources to facilitate implementation of this policy and Certifi Quality system alignment with the elements set out within ISO/IEC 17021-1:2015

The certification process will ensure that all audits and certification decisions are conducted in accordance with the requirements of the relevant standard. In addition, Certifi is fully committed to ensuring that it fully complies with all JAS ANZ regulations, relevant standards and all requirements of any regulatory bodies.

Certifi will ensure that a professional service will be offered to clients through the use of trained, experienced and competent audit and support staff.

Any client who feels dissatisfied with any aspect of the service provided by Certifi is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigated. Furthermore, any client who disagrees with a Certification Decision has the right of appeal which will be put before an independent Appeals Panel, comprising individuals who are not employees of Certifi

This policy applies to all business operations and functions, and adherence to the Certifi Quality Policy is the responsibility of all Certifi employees and contractors.

We will maintain organisational excellence by reviewing and improving the Quality Policy regularly via assurance processes and in response to an event or a change in circumstances.

**Bobby Bhardwaj**  
**General Manager**  
**Certifi**