

	CONFORMITY ASSESSMENT DIVISION	
	QUALITY MANUAL	Appendix IV
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CONFORMITY ASSESSMENT DIVISION

QUALITY POLICY

We are committed to:

- Satisfying our customers by providing credible, consistent, and efficient operations and professional services.
- Safeguarding the confidentiality of information obtained or created during the course of our delivery of certification, inspection, testing and related services. We shall implement measures to ensure that all personnel, including stakeholders and business associates, abide by these confidentiality requirements.

IMPARTIALITY POLICY

We are committed to:

- Ensuring impartiality in the provision of our services. As such, we ensure that commercial, financial or other pressures do not influence the delivery of our services and decision making.

QUALITY OBJECTIVES

- To ensure certification, inspection, testing and related services provided comply with the applicable Standards and Guides and any other requirements of accreditation bodies.
- To meet customer requirements.
- To maintain and enhance competency of personnel through training.
- To inculcate understanding among employees that quality is everybody's responsibility and requires their total involvement and commitment.
- To ensure that all employees are familiar with the quality documentation and implement the policies and procedures in their work.
- To enhance overall services quality through continual improvement.
- To ensure impartiality of services through periodic review of the controls in place.

FAUZIAH BINTI FADZIL

Covering Chief Conformity Assessment Officer (CCO)
Conformity Assessment Division

Date : 15/7/2026