VISION, MISSION AND VALUES

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Revision History

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1. Vision

The Certification Body nearest to Customer.

It is the aim of EuCI to:

- Operate a management system compliant with the requirements of ISO/IEC 17021-1
- Meet any specific requirements of the IAF
- Be accredited by an Accreditation Body signatory of EA and IAF mutual recognition agreements
- Carry out business activities in a non-discriminatory manner
- Offer a service with the best of its abilities, which is independent and impartial and it is seen to be fair, cost competitive and with a high level of integrity
- Adopt a continual improvement approach to its Organization, business and services
- Avoid imposing undue financial or other conditions on clients or potential clients
- Ensure that the staff understand the philosophy of EuCI, and EuCI collaborators are equipped to fulfill their talents, whilst operating to agreed formalized management systems
- Do not practice hidden discrimination by fast tracking or delaying applications.

2. Mission

To enhance diffusion of management system certification throughout Europe and the Mediterranean region, leveraging on a lean and efficient organization focused on the needs of customers and stakeholders to achieve full satisfaction of certified clients and other interested parties.

3. Fundamental principles

The primary guiding principles inspiring EuCI for the certification activities include:

- Impartiality;
- Competence;
- Responsibility;
- Openness;
- Confidentiality;
- Responsiveness to complaints
- Risk-based approach.

The commitment in adopting these principles is demonstrated through this Quality Policy, which is known, understood and implemented by all EuCI personnel.

3.1. Impartiality

Conformity assessment activities are undertaken impartially.

EuCI is responsible for the impartiality of its conformity assessment activities and does not allow commercial, financial or other pressures to compromise impartiality.

Every EuCI service shall be performed in full compliance with accreditation standard, approved policies, procedures and methods, with honesty and in an independent and impartial manner.

EuCI understands the importance of impartiality and is committed to carry out its certification activities in an impartial manner. EuCI has a procedure to manage conflict of interest and is committed to ensure that the objectivity of its management system certification activities is maintained. EuCI analyses and manages risks and potential conflicts of interest through its Quality Manual and supporting documents and through specific risk analysis, on an ongoing basis to ensure the objectivity of the operations.

Audit findings shall be accurately and truthfully registered and documented and shall be the unique base of reports and certification decisions.

Any situation that may influence personal judgment, even in unintentional way, due to involvement of personal interests or interests of close relatives or friends or close business contacts shall be avoided. In this regards, particular attention is given, in EUCI management processes, to the relationship with companies or individuals who provide consulting services for the implementation of management systems.

Great attention shall be awarded even to avoid the creation of the mere appearance of conflicts of interest, in order to preserve the perception of EuCI as an impartial Body.

The Impartiality Committee guarantees the impartiality of certification processes and undertakes to ensure the absence of conflicts of interests.

3.2. Competence

In order to provide confidence in the certification process, all EuCI personnel and external persons working for EuCI, have to demonstrate competence in the functions they perform.

Each person acting on behalf of EuCI shall be accurately selected on the base of the competence owned and shall always act in a professional manner.

3.3. Responsibility

The Client organization is responsible for conformity with the requirements of certification.

EuCI has the responsibility to assess, during the audit activities, if there is sufficient objective evidence of conformity to grant certification. Certification is withheld if there is insufficient evidence of conformity.

3.4. Openness

In order to guarantee confidence in the integrity and credibility of certification, EuCI provides public access to information about its audit process and certification process, and about the certification status (e.g. granting, extending, maintaining, renewing, suspending, reducing the scope, withdrawing of certification) of any certified organization.

If requested by specific interested parties, EuCI may provide access to non-confidential information about the conclusions of specific audits (e.g. audits in response to complaints).

3.5. Confidentiality

Openness and transparency are essential values in EuCI. Nonetheless, to perform certification activities EuCI shall have access to all the information that is needed to assess conformity to requirements for certification; therefore it is essential that any proprietary information about a client shall be kept confidential. EuCI has defined a procedure to manage Confidential and publicly accessible information obtained or compiled during the certification activities (QP12). In principle, all the non-confidential information is accessible on request.

Confidentiality rules shall be applied to any information which is not available to the general public and which there is an interest to keep confidential, such as:

- Information relating to the business of EuCI, including details of clients, market or financial data, methods and processes;
- Information imparted by third parties under obligations of confidentiality;
- Information relating to personal data of employees.

This confidential information must not be disclosed to others and may not be used for personal benefit. When confidential information relating to the business of EuCI must be disclosed in the course of business, all measures must be taken to protect its confidentiality. Confidential information relating to others may only be disclosed with the approval of the person or entity involved.

3.6. Responsiveness to complaints

Every interested party may address a complaint to EUCI, in order to resolve possible errors, omissions or unreasonable behaviors.

Complaint will be accepted, investigated and every reasonable effort will be made to resolve it, in close communication with interested parties. To this effect, EuCI has defined a documented procedure (QP11) related to complaints management, describing the process, the responsibilities and the records to be issued during processing of complaints. The procedure is also publicly accessible at the EuCI website, in order to ensure full transparency of the process

EuCI regards complaints management as one powerful way for continuous improvement.

3.7. Risk-based approach

EuCI takes into account the risks associated with providing certification activities through the development and updating of specific risk analysis.

4. Strategy

Top Management commits to the development and implementation of the EuCI management system in accordance with the requirements of ISO/IEC 17021-1.

Top Management establishes specific and measurable objectives, in order to monitor the performance of the management system. The achievement of these objectives is verified at least once a year during the EuCI Management Review, in order to ensure the management system continuing suitability, adequacy and effectiveness and the fulfillment of ISO/IEC 17021-1 requirements.

5. Records retention policy

EuCI policy is to retain record for, at least, three years. The procedure QP03 specifies the retention time for each kind of record. In any case records are maintained for a longer period if requested by applicable laws of the countries of the certified organization.