

Introduction

- MAS Quality Certification is committed to ensuring that all certification activities related to ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018 are conducted in an impartial, fair, transparent, and equitable manner. This policy outlines the guidelines and procedures to ensure impartiality in line with the requirements of ISO/IEC 17021-1:2015.

Objective

- The objective of this policy is to affirm MAS Quality Certification's commitment to impartiality in all operations, to outline the approach for identifying, analysing, and mitigating any conflicts of interest, and to ensure objectivity in the certification process.

Policy Statements

Top Management Commitment

- The Top Management of MAS Quality Certification fully endorses the impartiality policy and is responsible for its effective implementation across all levels of the organization.

Identification of Risks to Impartiality

- All relationships that may compromise impartiality, such as financial, commercial, or organizational pressures, shall be identified and documented.
- The identification process shall include all personnel engaged in the certification process, including subcontractors and committees.

Analysis and Mitigation of Risks

- Identified risks shall be evaluated for their impact on impartiality.
- Adequate measures, including but not limited to, safeguards and barriers, shall be implemented to mitigate the identified risks.

Personnel Training

- All personnel involved in certification activities shall undergo training to ensure awareness of the importance of impartiality and to identify potential conflicts of interest.

Safeguards

- Personnel responsible for making certification decisions shall not have performed consultancy for the client organization within the last two years.
- All personnel are required to disclose any situation that may compromise impartiality and are subject to a review of their impartiality.

Financial Independence

- MAS Quality Certification will ensure that its financial or other conditions do not compromise impartiality.

Appeals and Complaints

- A formal mechanism shall be in place to allow for the lodging and resolving of appeals and complaints against decisions made that are perceived to lack impartiality.

Monitoring and Improvement

- Compliance with this policy shall be regularly reviewed as part of internal audits and management reviews.
- Any breach of this policy will trigger a corrective action, which will be monitored until closure.

Public Accessibility

- This policy shall be publicly available and will be communicated to all interested parties upon request.

Responsibility and Authority

- The Impartiality Committee, overseen by Top Management, has the responsibility and authority for ensuring the ongoing impartiality of certification activities and the implementation of this policy.

Policy Review

This policy will be reviewed annually, or as required, for its continuing suitability and effectiveness in ensuring impartiality.

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Authorized By: Ms. Mervat Ali , CEO



This policy aims to adhere strictly to the guidelines set forth by ISO/IEC 17021-1:2015 and is integral to MAS Quality Certification's commitment to the highest standards in certification of Management Systems for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
