

Introduction

- MAS Quality Certification (MAS) is dedicated to delivering high-quality certification services in accordance with ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018. We commit to aligning our Quality Management System (QMS) with the requirements of ISO/IEC 17021-1:2015 to ensure the effectiveness, efficiency, and continual improvement of our services.

Objective

- The objective of this QMS policy is to outline our commitment to delivering high-quality certification services, ensuring customer satisfaction, and meeting regulatory and international standard requirements.

Policy Statements

Top Management Commitment

- Top Management is committed to the development, implementation, and continual improvement of the QMS and will provide all necessary resources to achieve its objectives.

Customer Focus

- We commit to understanding and meeting our customers' requirements and to delivering timely and accurate certification services.

Impartiality and Confidentiality

- We uphold the principles of impartiality and confidentiality as essential components of our service quality, as outlined in our Impartiality Policy and Confidentiality Policy.

Compliance and Applicability

- We commit to comply with all applicable laws and regulations, as well as with the requirements of ISO/IEC 17021-1:2015.

Continual Improvement

- We shall establish, monitor, and review objectives and key performance indicators to ensure continual improvement of the QMS.

Risk-based Thinking

- We shall apply a risk-based approach to our management system to ensure that we identify, consider, and manage risks and opportunities that could affect the quality of our services.

Competence and Training

- We shall ensure that all personnel involved in certification activities are competent and adequately trained to carry out their responsibilities.

Internal Audits and Management Reviews

- Regular internal audits and management reviews will be conducted to ensure the QMS is effective and yielding the desired outcomes.

Customer Feedback, Complaints, and Appeals

- We have established processes for handling customer feedback, complaints, and appeals in a transparent and effective manner.

Communication

- This policy will be communicated to all employees, contractors, and interested parties and will be made available to the public upon request.

Responsibility and Authority

- The Quality Manager, overseen by Top Management, is responsible for implementing, maintaining, and improving the QMS.

Policy Review

- This policy will be reviewed at least annually to ensure it remains relevant and effective in satisfying the requirements of ISO/IEC 17021-1:2015.

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Authorized By: Ms. Mervat Ali , CEO



This Quality Management System Policy serves as a cornerstone in MAS Quality Certification's commitment to quality, impartiality, and customer satisfaction in providing certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
