

Introduction

- MAS Quality Certification (MAS) is committed to ensuring a robust, transparent, and impartial certification decision process. This policy is crafted in line with ISO/IEC 17021-1:2015 requirements and aims to provide a structured framework for making certification decisions for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.

Objective

- The primary objective of this policy is to ensure that certification decisions are made impartially, consistently, and based on objective evidence, upholding the credibility of MAS's certification services.

Policy Statements

Top Management Commitment

- Top Management is fully committed to this policy and ensures its effective implementation across all levels of the certification process.

Scope

- This policy covers:
 - Criteria for making certification decisions
 - Roles and responsibilities related to decision-making
 - Appeals and complaints regarding certification decisions
 - Monitoring and review of decision-making processes

Certification Decision Criteria

- Decisions will be based on the audit reports, non-conformity information, and any other relevant information.
- The decision to grant, maintain, extend, renew, suspend, or withdraw certification will be made in compliance with ISO/IEC 17021-1:2015 and the specific requirements of the respective standards (ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, ISO 45001:2018).

Roles and Responsibilities

- The Certification Decision Committee (CDC) will be responsible for making certification decisions. This committee will be independent from the audit team to ensure impartiality.
- The CDC will review all necessary documentation and evidence before making a certification decision.

Impartiality and Confidentiality

- Impartiality will be maintained throughout the decision-making process, in accordance with MAS's Impartiality Policy.
- All information pertaining to certification decisions will be kept confidential, as stipulated in MAS's Confidentiality Policy.

Appeals and Complaints

- Clients have the right to appeal against or file a complaint about certification decisions, as laid out in MAS's Complaints and Appeals Process Policy.

Monitoring and Review

- MAS will regularly monitor and review the effectiveness of the certification decision process to ensure compliance with ISO/IEC 17021-1:2015 and continuous improvement.

Record-Keeping

- All certification decisions and associated documentation will be kept on record as per MAS's Retention of Client Records Policy.

Responsibility and Authority

- The Certification Decision Committee is responsible for the implementation and enforcement of this policy under the supervision of Top Management.

Policy Review

- This policy will be reviewed at least annually or as deemed necessary to ensure it remains compliant with ISO/IEC 17021-1:2015 and effectively serves its purpose.

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Authorized By: Ms. Mervat Ali, CEO



By adhering to this Certification Decision Policy, MAS Quality Certification ensures transparent, impartial, and competent certification decision-making, thereby maintaining the integrity and reputation of our certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
