



Statement on compliance with management system principles in conformity assessment activities

"Kvalitet" is structured and performs its activities as an impartial, independent, competent, responsible organization which base its relationships with clients on openness, confidentiality and responsiveness to complaints received from clients and other interested parties and which not only complies to the principles of human rights, environmental legislation, social responsibility, anti-corruption rules and codes of conduct (including prevention of bribery and frauds) and zero tolerance for sexual exploitation, abuse and harassment, but it also aims to go above legal requirements in this areas.

Conformity assessment activities that we perform are based on following principles:

Impartiality

Top management of "Kvalitet" is aware of importance of impartiality and potential conflicts of interest in conformity assessment activities, as well as the need to prevent that commercial, financial and other pressures compromise the impartiality. Thus, „Kvalitet“, in cooperation with representatives of key interested parties, defines and implements a range of mechanisms – policy, procedures and operations – to manage impartiality risks, including the risks arising from self-interest, self-review, familiarity, intimidation, relationships with other entities and persons, advocacy and competition.

In order to ensure its objectivity, all decisions made in „Kvalitet“ are based on objective evidences of conformity or non-conformity with relevant standards, and the decisions are not influenced by other interests or other parties.

The impartiality of „Kvalitet“ is also assured by its financial independence achieved through its own financing based on providing of conformity assessment services.

In order to preserve its impartiality, the structure, management and way of performing activities ensures that any participant in conformity assessment processes is not in any way that can impact the impartiality related to the product being assessed, tested, inspected, verified or calibrated and/or with the organization audited, and that is not exposed to any kind of pressure that could have influence on the impartiality.

"Kvalitet" and its employees are not involved in designing, manufacturing, installing, distributing, maintenance and consultancy services for products being assessed, as well as in consultancy and internal audit services for management systems being audited.

Competency

Personnel involved in product conformity assessment activities possess required competence, determined, acquired, monitored and evaluated in a systematic way.

Responsibility

Personnel involved in conformity assessment activities is responsible for obtaining sufficient evidence upon which the committees of Kvalitet bring a decision to grant a certification and/or to issue conformity assessment documents.

Openness

All information related to certification procedures and status are public or available upon request. Other information is made publicly available only when it is agreed with the client, to ensure a balance between openness and confidentiality which is essential for confidence of interested parties and integrity and credibility of „Kvalitet“.

Confidentiality

All information about the subject of conformity assessment and the client, obtained or created during conformity assessment procedures, are treated as confidential. None of this information is allowed to be published or transferred to a third party without client's consent, except information required by law, about which the client will be informed, unless prohibited by law.

Responsiveness to complaints and appeals

All interested parties have a right to submit a complaint or appeal for any activity performed or decision made by „Kvalitet“, including the results of conformity assessment. Procedure for submitting complaints and appeals is documented and publicly available and presents a mean of protection for the certification body and interested parties against errors and omissions made in conformity assessment activities.

Risk-based approach

During the performance of any conformity assessment activity, efforts are made to take into account and manage the risks for performing a competent, consistent and impartial conformity assessment, particularly those risks that present a threat to fulfillment of the principles declared in this Statement.