

OneCert International Private Limited **FSMS Quality Policy Statement**

THE MANAGEMENT OF ONECERT INTERNATIONAL IS COMMITTED TO:

- Achieve high level of quality in all aspects of its work by adoption of documented quality assurance procedures complying with criteria set out in ISO 17021:2015 & ISO 22003:2013 for FSMS certification and to achieve & maintain the efficient certification process in compliance with the NABCB accreditation.
- The management regularly hires & train staff as per its induction plan to ensure that the required standards are maintained and to meet customer expectations for best quality certification services.
- The management understands the importance of impartiality in carrying out its certification activities & thus manages any possible Conflict of Interest at all levels of certification through implementing its impartiality policy.
- The Management System policies are understood, implemented and maintained at all levels of our organization.

QUALITY OBJECTIVES:

- Continuous up-gradation of manpower resources by providing at least one external training/ seminar/ workshop related to Food Safety Management System, auditing Skills or any other related technical area per year for each full time personnel involved in certification process.
- Providing a timely response to our client's, in order to achieve & maintain 100% customer satisfaction, i.e.:
 - a. Certification review & certification decision will be finalized within 2 months after completing requirements/ closing NC's from stage 2 audit.
 - b. Any queries by clients will be answered in a timely manner.
- Maintain and improve integrity with continuous improvement of the quality system by at least one major improvement per year.
- To maintain accreditation for FSMS certification and to extend scope of accreditation in every financial year.