

3. QUALITY POLICY IMPARTIALITY STATEMENT

3. QUALITY POLICY

DECLARATION - COMMITMENT

The attainment of an eminent position in the particular market, the quality of the services provided and the appreciation of our customers constitute the core objectives of NBIS P.C.C.

The leadership of Executive Personnel, the competence and ability of our trained staff and the provision of essential tools and means contribute to the fulfillment of our goals.

The policies and procedures under which NBIS P.C.C. operates are non-discriminatory and comply with the requirements of ELOT EN ISO/IEC 17021-1 and ELOT EN ISO/IEC 17065.

Our services as a Certification Body, are accessible to all applicants, except those with which a potential impartiality conflict may exist (see relevant Impartiality Clause).

Documentation and faithful implementation of procedures, systematic internal audits, the provision of assistance at each and every stage are part of the administration's commitment (which is openly receptive to proposals put forth by personnel) to continually strive for improvement in the quality of services and the internal operation of the firm.

The belief in the firm's policy as it impinges on each and every level constitutes the first step in the attainment of our goals.

Mandatory and established standards of education in conjunction with a policy that incorporates provisions for continuous and organised training programs reinforce adherence to the basic principles of quality as the only means with which to improve our own contributions and consequently the work process in its entirety.

Frequent and systematic monitoring of services provided, seeks to limit the occurrence of mistakes and customer complaints to a minimum level.

Angelos Bertsatos
Managing Director

Yanna Dalakoura
Director of Certification
Division

George Grammatikos
Quality Assurance
Manager

Date: 24th of November, 2023

IMPARTIALITY STATEMENT

The overall aim of NBIS P.C.C. is to give confidence to all interested parties that the provided certification services are based on an impartial and competent assessment.

Principles for inspiring confidence include impartiality, competence, responsibility, openness, confidentiality and responsiveness to complaints.

Impartiality of NBIS P.C.C. relies on the fact that decisions for Certification are based on objective evidence of conformity (or nonconformity) and are not influenced by other interests or other parties.

A supporting external committee seals NBIS's P.C.C. Impartiality, Committee for Safeguarding Impartiality, which consists solely of external professional interested parties, is responsible to ensure that all the procedures followed by the Certification Division of NBIS P.C.C. are consistent with the current requirements of ELOT EN ISO/IEC 17021-1. The effective operation of the committee ensures the objectivity of NBIS PCC management system certification activities.

Detailed regulations about the function of the above-mentioned committee are described on App 5 of NBIS's Quality Manual.

NBIS P.C.C., manages potential conflicts of interest that may in any way threaten its Impartiality. Regulation of the Assessment and Certification, and Regulation of Product, Procedure and Service Certification, refer to terms and conditions for the elimination of potential threats and sources of conflicts of interest as well as actions taken in response to any threats to its impartiality arising from the actions of other persons, bodies or organizations.