

“Assisting you to make the process work”

COMPANY POLICY

Quality Control Services (Environmental) Pty Ltd (QCSE) is a company registered in Australia with the express mission of providing assessment and certification/registration services under the guidance of *ISO/IEC17021 – Conformity Assessment-Requirements for bodies providing audit and certification of management systems*. This guide is referred to as ISO/IEC 17021.

QCSE understands the importance of impartiality in management system certification activities. Being impartial, and being perceived to be impartial, is necessary for QCSE to deliver certification that provides confidence. This also enables QCSE to maintain the professionalism and credibility of the audit and certification process.

It is a defined requirement of the company that all employees:

1. be impartial in the undertaking of their duties with respect to clients;
2. offer its services to all interested clients without favour; and,
3. levy fees within a range dependent upon client size, site number and complexity of operations (but must not discriminate against any company on the basis of its ability to pay for these services).

QCSE strives to maintain an exemplary level of services to its clients. This service level expressly includes a commitment to the quality of the service it provides. The following quality objectives have been set with the express intent of maintaining the provision of a high level of professional skills in the services provided to clients:

1. all audit staff shall be appropriately qualified (formal post-secondary education). This requirement may be waived in the event that the auditor can demonstrate appropriate practical experience gained during their employment, or by completion of an auditor training program acceptable to QCSE;
2. all QCSE auditors shall endeavor to support clients to continually improve their documented systems and implementation practices where applicable, and within the requirements of the IAF guidelines; and,
3. all clients who may determine a negative outcome from any related audit, have a right of appeal against any decision made by an auditor or the review body. The company Director will personally investigate any appeal unless he/she undertook the audit. In this case a qualified third party will conduct the review. QCSE will be bound by the review decision.



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