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Quality Policy

Quality will be the hallmark at **TSL Certification Services International Ltd.**'s operational, technical, and service delivery processes where our quality service culture will be characterized by client focus and continual improvement in everything we say or do.

The delivery of quality service will be the main focus of everyone at **TSL Certification Services International Ltd. (TSL CSI)** As we achieve success in the long-term pursuit of quality, our people will strive to:

- Meet clients' needs and exceed clients' expectations;
- Respond quickly and wisely to rapid changes in the business environment and changing client needs;
- Attract and retain clients by being the best-in-class.

To ensure continuing success of the quality initiative, our leadership will:

- Maintain an absolute, proactive and long-term commitment to client focussed, continuous service improvement;
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate client focussed continual improvement in everything we do.
- Act as role model for the quality values of **TSL Certification Services International Ltd.**

To demonstrate our commitment to ensuring impartiality **TSL CSI Certification Services International Ltd.** has established an Impartiality Committee to oversee that strict adherence to impartiality norms are complied with for reviewing the norms on a time-to-time basis.

The Board Members, Management Team, Impartiality & other Committee Members, Staff and Contractors of **TSL CSI** are committed to the provision of service that fully meets the requirements of all our clients and potential clients.

The product certification process will ensure that all examinations and certification decisions are conducted in accordance with the requirements of the relevant standard/s. In addition, TSL CSI is fully committed to ensure that it fully complies with the requirements of the relevant accreditation bodies, standards and regulations of regulatory bodies, locally and externally.

TSL CSI will ensure that a professional service will be offered to clients through the use of trained, experienced and competent assessors, evaluators, auditors, examiners and support staff.

TSL CSI will continually seek to improve the quality of services it offers through client feedback, regular internal and external examinations, review of reports and staff performance, management review meetings and management meetings.

Clients who feel dissatisfied with any aspect of the service provided by TSL CSI will be advised to submit their complaints in writing with a guarantee from **TSL CSI** of a prompt response and a thorough investigation.

Any client who disagrees with a certification decision has the right to appeal, this will be dealt with by an Appeals Panel, comprising of independent personnel not involved in the TSL CSI's certification process.

In conducting certification activities, **TSL CSI** fully understands the importance of ensuring that the certification process and all assessments are conducted in an impartial manner and no conflict of interest exists. To ensure this, checks have been introduced throughout the certification process to identify any potential conflicts of interest with the establishment of an independent Impartiality Committee to oversee the operations of **TSL Certification Services International Ltd.**

Originator	Approved by	Revision Date	Page 1 of 1
Certification Manager	Executive Director	2022-03-08	