

1.1 Principles and Quality Policy of DVS ZERT GmbH

(Extract from the Quality Manual)

DVS ZERT GmbH issues certificates for quality management systems as well as for products and services primarily in the accreditation sector.

The association is accredited pursuant to DIN EN ISO/IEC 17021-1 and DIN EN ISO/IEC 17065, respectively, in order to gain the trust of authorities, the public and the economy in their professional competence on the basis of the European safety standards. To this reason, the DVS ZERT GmbH conducts certification procedures which are backed by accreditation / notification.

Certification procedures beyond the accreditation/notification scope are dealt with separately.

All companies and organisations interested in the certification of quality management systems, products and services are granted unrestricted access to the services of DVS ZERT GmbH.

Discrimination of any kind is excluded by DVS ZERT GmbH. If there are known demonstrable reasons which do not give rise to the expectation that orders will be processed in accordance with the rules, DVS ZERT GmbH may refuse individual customers access to its services.

For reasons of impartiality, DVS ZERT GmbH shall not offer consulting services for the establishment of a quality management or quality assurance system. DVS ZERT GmbH does not carry out any internal audits of potential customers and does not outsource any essential functions in the certification process to third parties. All interested parties can inform themselves about the organisational conditions on the basis of the quality management manual (Part 1). The costs for the provision of services to the customer are appropriate to the actual expenses and are the same for all customers. No customer is disadvantaged in the certification procedure.

DVS ZERT GmbH does not maintain any contacts with consulting organisations in such a way that consulting and certification are offered in combination. DVS ZERT GmbH will reject any inappropriate third-party claims and will proceed against them, if necessary.

DVS ZERT GmbH conducts its certification services without subcontracting compliant with the accreditation standards of article 45 BauPVO.

The target of DVS ZERT GmbH is it to help future oriented customers to obtain long-standing quality capabilities by means of the certification of documented quality management systems and quality systems. The certificate issued by a neutral body confirms the presence and effectiveness of a quality management system/quality system for potential customers. DVS ZERT GmbH aims at its certificate being accepted on a national, European and worldwide level, in order to provide its customers with a competitive advantage on national and international markets.

Risk-based approach

In its certification orders and activities as well as the extension/inclusion of new certification projects, DVS ZERT GmbH takes into account possible risk in relation to:

- neutrality and impartiality of the certification body and its personnel
- legal requirements
- liability claims
- interested parties
- customers
- audit performance (audit targets, random checks in the audit process, health and safety of the audit team)
- wrong interpretation and statements, respectively by certified customers
- use of the brand DVS ZERT GmbH (T1, A4 – corporate brand guidelines)

If the risk assessment does not completely exclude a remaining residual risk, the remaining risk shall be demonstrated and measures shall be taken to reduce it to an acceptable level.

Within the scope of analysing possible conflicts of interest, the management of the certification body continuously evaluates the neutrality and impartiality concerning the organisation, persons and related bodies of DVS ZERT GmbH.

The neutrality, independence and objectivity of the organisation, persons and related bodies shall be ensured by the management, inter alia, by the following:

- Organisation
 - o Objectives of the company
- Persons
 - o Selection and appointment of auditors, as well as of administrative staff and certification bodies
 - o Declaration of confidentiality and impartiality of auditors for each transaction
 - o Continuous monitoring of the personnel involved in the certification process within the framework of monitoring processes and internal audits
- Associated bodies
 - o Framework agreement

According to Chapter 7.3 of the Quality Management Manual, the executive board monitors the established regulations for dealing with risks and confirms the neutrality and impartiality of the certification body.

Disclosure on the risk is published in the management review and in the status report on a regular basis.