

QUALITY POLICY

World Certification Services Ltd (WCS) aim to supply competitive, cost effective and impartial, third-party assessment and certification services to small, medium, and large organisations. WCS is committed to providing “accredited” certification when possible. WCS is currently UKAS and ANAB Accredited.

Certification services are offered in the UK and overseas. WCS aim and expect to provide a consistent high-quality assessment and service. This will be achieved by enhancing our reputation through continuing customer satisfaction, and by the application of the following principles:

- Meaningful and challenging assessments
- Competitive costs
- Rapid service response
- Value added assessments
- High standards of in-house management controls

All employees and associates of WCS are committed to the continuing development and improvement of WCS process and procedures. The WCS goal is to achieve and sustain quality in everything we do, to always meet customer expectations and requirements.

The management system deployed by World Certification Services has been developed to meet the requirements of ISO/IEC 17021-1 and other sector specific requirements. Documentation such as manuals, procedures, forms, and records are controlled and secure. Company objectives have been established to support WCS certification activities and monitoring of customer perception is completed.

Internal quality auditing ensures that potential problems within the company are highlighted so that timely corrective action can be taken. Periodic reviews of the management system are also undertaken to ensure that the company continues to operate effectively.

Independent assurance of ongoing conformance is achieved by regular accreditation body audits, witnessed assessments and the implementation of an Impartiality Committee.

This policy is reviewed at least once a year at scheduled management review meetings.

Grant Slocombe



Operations Director
World Certification Services Ltd.

1st April 2022

IMPARTIALITY POLICY

World Certification Services Ltd (WCS), its Directors, Managers, Staff, and sub-contractors involved in the certification process fully understand the importance of impartiality in providing its certification services. The Directors are fully committed to providing impartial certification services.

All personnel, internal and external, and committees of WCS are required to act impartially. WCS is recognise that its main source of revenue is its clients paying for certification and that is a major threat to impartiality.

WCS does not involve itself in any form of consultancy or other activities which might jeopardise impartiality or result in a conflict of interests. WCS would not certify a client organisation which had received management system consultancy or internal audits, where the relationship between the consultancy organisation and WCS poses an unacceptable threat and impartiality was put at risk.

To supplement in-house resource WCS employs associate (sub-contract) auditors, technical reviewers and technical experts and has working relationships with overseas business managers. WCS has systems in place to ensure that any conflicts of interest are identified and managed as applicable.

At no stage does WCS outsource its audits, its certification decisions. WCS use subcontract assessors but all training and approvals are controlled in house. WCS does not link its marketing activities with management systems consultancy.

WCS retains full control of all decision-making processes regarding granting, maintaining, renewing, extending, reducing, suspending, or withdrawing certification. All certification decisions are based on objective evidence collected by approved and impartial assessors.

WCS continues to evaluate the risks associated with its operations in the UK and overseas to ensure it can meet liabilities associated with its certification activities. A comprehensive risk analysis is maintained and reviewed at period intervals.

An impartiality committee has been formed and challenges WCS Management on its certification process, procedures, and activities to ensure that its services are and continue to be impartial.

The certification process and the risk analysis document are reviewed regularly, and improvements made were applicable.

Grant Slocombe



Operations Director
World Certification Services Ltd.

1st April 2022