



# EMTAC

COMPETENCE · INTEGRITY · SERVICE

A Wholly Owned Subsidiary of Vimta Labs Ltd

## Certification and Impartiality Policy

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CLAUSE	HOW IMPLEMENTED	REFERENCE
2.0	<p>EMTAC shall undertake to provide product and process certification services in accordance to the following policy:</p> <ul style="list-style-type: none"><li>a. EMTAC is committed to operate a third-party product and process certification programme based on good professional practices and in compliance to the requirements of ISO/IEC 17065 and RMCPCS guidelines and other applicable regulations.</li><li>b. EMTAC shall strive to satisfy the needs of consumers by providing confidence about the fulfillment of stated requirements of a product and Process.</li><li>c. EMTAC prefers in certification of those products for which it has necessary Competence.</li><li>d. EMTAC shall ensure that all personnel involved in the certification process are adequately qualified, trained and familiar with the policies and procedures of management system.</li><li>e. EMTAC shall safeguard impartiality and integrity of its operations. All possible factors, which may compromise or diminish confidence in its impartiality, judgment or operational integrity shall be controlled. All Certification personnel including Outsourced personnel shall declare any potential conflicts of interest. EMTAC shall take full regard of this information to ensure impartiality of services that it provides to its customers.</li><li>f. EMTAC shall implement its policies and procedures in a non-discriminatory way. Potential risks to its impartiality shall be assessed on an on-going basis using mechanisms such as internal audits, management reviews, impartiality committee meetings and discussions with any interested parties.</li><li>g. EMTAC shall keep a check on the quality of manufacturing of the certified RMC Plant through regular surveillance.</li><li>h. EMTAC is committed to improve continually its quality of operations and management systems.</li></ul>	



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### **QUALITY OBJECTIVES**

The Quality Objectives of the Certification Programme operated by EMTAC are:

- (a) to provide a reliable certification system that will enjoy the trust and confidence of consumers
- (b) to provide a pragmatic and affordable yet technically sound certification system that will boost the confidence of the manufacturer
- (c) to complete the process of certification within 30 days from the date of registration of application
- (d) to have an effective complaint redressal system that is designed to resolve genuine quality issues of a certified product within a maximum of 30 days
- (e) maintain confidentiality and integrity of the certification process at all stages of operation