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IMPARTIALITY POLICY

QMG Partner, staff and others involved in the certification process understand the importance of risks associated to impartiality. QMG will identify and assess risks in all relationships which may result in a conflict of interest or pose a threat to impartiality. Threats to impartiality include, but are not limited to, the following:

- a) Self-interest threats: threats that arise from a person or body acting in their own interest. A concern related to certification, as a threat to impartiality, is financial self-interest.
- b) Self-review threats: threats that arise from a person or body reviewing the work done by themselves. Auditing the management systems of a client to whom the certification body provided management systems consultancy would be a self-review threat.
- c) Familiarity (or trust) threats: threats that arise from a person or body being too familiar with or trusting of another person instead of seeking audit evidence.
- d) Intimidation threats: threats that arise from a person or body having a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor.
- e) Financial threats: the source of revenue for a certification body can be a threat to impartiality
- f) Subjectivity threats: threats that arise when personal bias overrules objective evidence
- g) QMG shall require personnel involved in the certification process to sign a contract or other document by which they commit themselves to declare any prior and/or present association on their own part, or on the part of their employer with:
 - a) a supplier or designer of products, or
 - b) a provider or developer of services, or
 - c) an operator or developer of processes
- h) QMG and any part of QMG and any other entity under its organizational control shall not:
 - a) be the designer, manufacturer, installer, distributor or maintainer of the certified product;
 - a) be the designer, implementer, operator or maintainer of the certified process;
 - b) be the designer, implementer, provider or maintainer of the certified service;
 - c) offer or provide consultancy to its clients;
 - b) offer or provide management system consultancy or internal auditing to its clients where the certification scheme requires the evaluation of the client's management system.

QMG aims to inspire confidence in its certification to its clients and the public at large by:

- Being impartial.

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- Employing competent personnel,
- Being responsive to complaints,
- Being open,
- Providing access to relevant information gathered,
- Fairness,
- Transparency of processes, and
- Maintaining confidentiality.
- Establishing an independent committee for safeguarding impartiality (Management Impartiality Committee).