

# QUALITY POLICY

## QP-DOC-03

Harvestnet Sdn. Bhd.

## QUALITY POLICY

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## 1. QUALITY POLICY

**Conformity Assessment and Certification of management systems, products, services and processes** is conducted according to standardised requirements and should always satisfy the Applicant needs and the principles of Impartiality and Accuracy.

**Reliability and Quality of Service** delivered is the main priority.

**Inspections and Audits** are also implemented and conducted according to standardised requirements and should always satisfy the Applicant needs.

**Qualification of Personnel Services** are planned and provided as of excellent responsiveness and reliability, and independency is guaranteed throughout all steps of the Personnel Qualification process.

**Certification of Personnel services**, related to particular professions, is executed according to International Standards and the existing National or International legal framework, demonstrating Independency, Impartiality and Integrity towards the candidates to be certified.

**HNCA** divulges and facilitates the transmission of knowledge and know how in order to adequately meet its purposes and operational activities, by collecting and elaborating information and data, deriving from National and International publications concerning the development of the above activities, be in contact and collaborate with National, European and also International organisations, attend to related publications where research results will be announced, scientific papers and congresses as well as, and other related bibliography, will be published. The resources involved in the process of services' provision are at the highest standards of quality, professionalism and reliability.

**Impartiality** is the most critical principle towards reliability of the HNCA Certification Services. HNCA applies throughout its network, the essential policies and appropriate procedures as to effectively handle the risks associated with providing competent, consistent and impartial certification and inspection services.

**Confidentiality, Reliability, Responsiveness Impartiality, Independency, Non-Discriminatory conditions and Transparency** by all employees, including Auditors, Inspectors, Examiners, Assessors and Certification personnel, is assured at the highest level of efficiency.

## 2. QUALITY OBJECTIVES

We have established a Quality Management System with quality objectives. The objectives are designed to be S.M.A.R.T (specific, measurable, achievable, realistic and time-based) and that each employee should understand how their job supports meeting the Quality Objectives.

To do this, the following should be addressed and are committed to continuous improvement which reflect our business aims.

### **“Integrity”**

We commit our staff to highest standards of Integrity and Impartiality by regular checks and actions; to ensure full confidence of the clients undertaking our certification services. Our staff needs to undertake integrity related trainings and to achieve the necessary approval in their impartiality and risk assessment matrix to ensure 100% risk controls.

### **“High value services”**

To ensure all certifications are carried out by competent personnel within the given timeframe and professional attitude at 100% of the time.

### **“Customers satisfaction”**

All customers are treated fairly within an open environment. We set to promptly attend to all feedbacks, complaints, disputes and appeals within 24 hours. We are committed to solve 80% of such cases within the given timeframe.

### **“Great Corporate Environment”**

All staff are treated equal based on merits and provided fair opportunity to grow within the corporate organisation. Staff Performance Appraisal is carried out as part of monitoring and review to assess their potential for promotion. Any personnel score of higher than 90% for assessment tests will be recommended for higher grade promotion.