



SRAC POLICY REGARDING
CERTIFICATION PROCESS / VERIFICATION /
INSPECTION

SRAC-P-42

Approved

in the meeting of the Board of Directors on the date of

CHAIRMAN OF THE BOARD OF DIRECTORS
Mihaela Cristea

Approved by the Advisory Board
in the meeting dated
Signed on behalf of the Advisory Board
CHAIRMAN

Edition: 1
Review: 0

Effective date:

	Name	Function	Date	Signature
elaborate	Mihaela Cristea	General Manager		



SRAC'S PROCESS POLICY
CERTIFICATION / VERIFICATION /
INSPECTION


CODE: SRAC-P- 42

Ed. 1

rev. 0

LIST OF UPDATES

Revision	Edition	Content of the change	Page modified	Date
1	0	Initial development	-	


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1. FOUNDATION OF THE POLICY

- 1.1. Presenting, maintaining and updating the policy regarding the certification process / verification / inspection is an absolutely necessary aspect in increasing customer confidence in the services offered by SRAC and establishing realistic and credible objectives.
- 1.2. The foundation of the policy is based on the regulations in force, market trends and general policy of SRAC.

2. POLICY FORMULATION

- 2.1. SRAC conducts the certification / verification / inspection process in accordance with the international standards in force applicable to the management system, with accreditation standards, EU Regulations and directives and Guidelines and documents mandatory EA and related IAF in force.
- 2.2. SRAC pays special attention to the quality of certification / verification / inspection services offered, so that the needs and expectations of the customers are satisfied. In this meaning, these services are documented and kept under control within the system Quality management SRAC, in accordance with the reference documents applicable.
- 2.3. Access to the certification / verification / inspection services offered by SRAC is free and non-discriminatory. It is not conditioned by the size of the organization or by its membership in an association or group.
- 2.4. SRAC certification / verification / inspection services do not include any form of consultancy for the certification applicant (drafting of system documents management or system implementation).
- 2.5. In order to inform customers about the certification / verification / inspection process, SRAC provides a presentation map, containing intended materials clarifying the client regarding the types of services offered and the standards in force applicable, milestones, etc.
- 2.6. A very good information can also be obtained by accessing the [website www.srac.ro](http://www.srac.ro) which contains a presentation of the SRAC, details of the requirements and criteria related to the stages evaluations: bidding, contracting, evaluation, granting related documents,

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extension, restriction, complaints, appeals and disputes, use of trademarks, management commitment regarding impartiality, SRAC policies, etc.

2.7. SRAC ensures, for the controlled development of the certification process / verification / inspection, competent assessment teams, recognized by SRAC, monitored and evaluated periodically, according to internal procedures. Qualification SRAC assessment teams refer to:

- 2.7.1. Knowledge of evaluation standards, regulatory/legislative documents and specialized documents/standards in the audited field.
- 2.7.2. The use of effective evaluation techniques.
- 2.7.3. Compliance with appropriate behavioral ethics.

The recognition of the evaluators' competence and the control of its maintenance is done through the examination and monitoring of their activity by SRAC. The whole process is described in SRAC documents.

2.8. SRAC ensures full confidentiality of customer-specific information.

2.9. SRAC ensures an objective evaluation of all clients, the evaluators being permanent trained on how to approach problems. They are developed and brought to the evaluators' knowledge of the SRAC documents necessary to carry out the activity of evaluation.


2.10. Planned and unplanned information and training are also carried out (by as many times as necessary) of SRAC evaluators if international developments in the field of certification / verification / inspection require immediate changes.

2.11. SRAC's policy is to pay the necessary attention to the way of carrying out the evaluation so that SRAC provides added value to its clients.

2.12. Regarding the certification of several management systems, the SRAC policy is to encourage organizations in integrated certification efforts, offering, in this sense, a documented framework, kept under control and advantageous, for running a integrated certifications.

2.13. The SRAC decision-making is based on the following principles and guidelines:

- impartiality: decisions are made on the basis of objective evidence of compliance (or non-compliance) and are not influenced by other interests or other parties.
- Independence: SRAC and its staff involved in the evaluation process are not directly involved in the design, manufacture, supply,

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installation, acquisition, ownership, use or maintenance of evaluated entities or similar entities of the competition.

- competence: the demonstrated ability of the SRAC staff to apply knowledge and skills at all levels
- responsibility: SRAC has the responsibility to assess sufficient objective evidence, using appropriate sampling within the system of management of the organization, on which to base the certification decision.
- transparency: SRAC provides appropriate access to or dissemination of non-confidential information regarding the audit processes and certification, as well as those related to the certification status (respectively granting, extending, maintaining, renewing, suspending, scope restriction or certification withdrawal) to provide confidence in the integrity and credibility of the certification.
- confidentiality: SRAC keeps confidential any information that constitutes the client's property, ensuring a proper balance between the principles of transparency and confidentiality.
- the response to complaints: there are always complaints from interested parties investigated and processed in an appropriate way.