

 African Certification and Testing (Pty) Ltd Quality Policy Statement	No.	PY01
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Quality pervades **African Certification and Testing's** technical, operational, and service delivery process. Our quality service culture is characterized by client focus and continuous improvement.

The delivery of quality service is the focus of all African Certification and Testing employees and designated sub-contractors.

ACT commits to serve and convey in truth:

- Meet client needs and exercising client expectations
- Respond promptly and effectively to changes in the business environment and any possible change regarding client needs.
- Attract and retain clients through integrity, professionalism and accountability.

To ensure continuing success of the quality initiative, ACT's governance will:

- Maintain lasting and fair commitment to clients' continuous service improvement objectives.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate improvement and transparency in everything we do, for the good of clients and partners.
- Operate as role model for the quality values of African Certification and Testing's competent and truthful certification.
- African Certification and Testing has Formulated an impartiality committee ensuring strict adherence to laid down impartiality norms and for reviewing of the norms.

ACT's certification process promises that all evaluation and certification decisions are conducted in accordance with the requirements of the relevant standards.

Furthermore, ACT is fully committed to complying with all relevant criteria and all requirements of applicable regulatory bodies.

ACT will make certain that a professional service is offered to clients by operating with experienced capable evaluators supported by trained staff employed or representing ACT.

ACT's engagement in reacting to clients' feedback advances them to conduct regular Management review meetings with the purpose of improving the services ACT offers.