

Quality policy of the certification body (including laboratory)

The Head of Certification Body declares the following quality policy of the certification body :

- maintaining the organization's impartiality and independence from entities carrying out evaluation, examination and from others evaluation processes,
- maintaining high professional quality of all services provided by LL-C as a certification body,
- bearing full responsibility for all decisions made by the certification body,
- adhering to all legal and ethical standards that apply to certification organizations (laboratories) and persons and integrating the quality management system throughout the LL-C corporate structure,
- providing all clients with equal access to the services of the certification body,
- eliminating from procedures followed in the provision of services any comportment liable to be regarded as consulting services in the area of management systems, or training activities in the area of certification of persons,
- monitoring and ensuring complete neutrality toward technical decision of an organization, to avoid violating the objectivity and veracity of technical judgments and statements.
- providing clients with services that are as wide-ranging as possible, both from the viewpoint of the portfolio of services and from the viewpoint of global territorial coverage,
- providing members of the public with access to relevant current information on its audit processes, certification processes, and certification status,
- monitoring the development of technology in the field covered by services provided to clients to guarantee that services correspond to the latest technological developments,
- using state-of-the-art information technologies to ensure the flexibility of services,
- employing the most advanced testing procedures and adopting measures preventing conflicts of interest and situations liable to cast doubt on the outcome of tests.



Ing. Lukáš Holub
Head of CB
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