	Lex-Q Certifications (A Division of Lex Nimble Solutions Limited)	LexQ_PY_QPY_V 1.0
	Quality Policy Statement	08/07/2019

Top Management of Lex-Q Certifications shall demonstrate that:

Lex-Q Certification operates under the legal entity of Lex Nimble Solutions Ltd. It is the objective of Lex-Q Certifications to integrate quality, service and technical excellence into all aspects of our operations and this is achieved through the implementation of our Quality Management System (QMS). We are committed to follow international accreditation standard ISO 17021:2015.

The Management System of Lex-Q Certifications is Established, Maintained and continually improved in accordance with the requirements of the Accreditation Board and to meet all Statutory & Regulatory Requirements in its entire process of Services to meet Accreditation Requirement.

We understand the importance of impartiality in carrying out our management system certification activities, manage conflict of interest and ensure the objectivity of our management system certification activities.

This policy will be continually reviewed with respect to the changes in conformity assessment standards to ensure that it remains relevant and suitable. This policy is communicated to our staff, customers and interested parties.

The Directors, Management, Staff and Sub Contractors of Lex-Q Certification are fully committed to providing all our clients and potential clients with a service that fully meets their requirements.

The certification process will ensure that all audits and certification decisions are conducted in accordance with the requirements of the relevant standard. In addition Lex-Q Certification is fully committed to ensuring that it fully complies with all NABCB regulations, relevant standards and all requirements of any regulatory bodies.

Lex-Q Certifications will ensure that a professional service will be offered to clients through the use of trained, experienced and competent audit and support staff.


Lex-Q Certifications will continually seek to improve the services it offers and will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, reviews of staff, management review meetings and management meetings.

Any client who feels dissatisfied with any aspect of the service provided by Lex-Q Certifications is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigate.

Any client who disagrees with a Certification Decision has the right of appeal which will be put before an independent Appeals Panel, comprising individuals who are not employees of Lex-Q Certification.

In conducting certification activities Lex-Q Certifications fully understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest exists. To this end checks have been introduced throughout the

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certification process to identify any potential conflicts of interest and an independent Impartiality Committee has been established to oversee the operations of Lex-Q Certifications and in particular the certification process.

We will achieve this by:-

1. Offering impartial and competent national & international certification services in accordance with ISO/IEC 17021-1:2015 to all who wish to avail our services.
2. Continuously improving the services by exceeding the expectations of clients and interested parties.
3. Communicating this policy to employee, clients and interested parties.

Dr.V.Chandrasekhar
Director Certifications
Lex-Q Certification

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Objectives

S. No.	Objective	Responsibility	Target (Period)
1.	Customer Satisfaction – 96%	All	2018 - 19
3	On Time Submission of Impartial Review Report to Management	Impartiality Committee	*Continuous
4	On time Audit and Surveillance	MR	*Continuous
5	On time reply to Queries	Marketing / sales	*Continuous
6	Reduction in Complaints	All	*Continuous
7	On time Audit Report submission and Submission for Review	Auditors, Certification Manager	*Continuous
8	On time Report review and Certification Decision	Technical Committee	*Continuous
9	On time compliance of Statutory and Regulatory requirements	Directors / Admin / HR	*Continuous

* Continuous= Every Financial Year

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