

# QUALITY POLICY BQA

The value of a certificate on international level is first and foremost determined by the expertise and reputation of the certification body that grants it.

Apart from the requirements set by the accreditation body, BQA aims to base its expertise and reputation on the added value that is brought to the customer companies by the regular assessment of their management system.

Based on its experience, BQA concludes that, in order to guarantee over time that real added value is brought to the customer companies through periodic audits, the expertise of auditors who have real knowledge of the - for the company's customers - crucial elements of the activity that the company concerned wishes to have certified. This knowledge translates into the understanding of the customer company and its context, understanding the needs and expectations of the stakeholders.

BQA therefore determines its scope in function of the expertise of its auditors.

In order to promote trust in the certification and to guarantee added value to the customer companies, BQA strives for a harmonious completion of the certification activities by building a relationship of trust with the customer companies.

This relationship of trust is based on:

- ⇒ respecting the confidential nature of the information exchanged between BQA's personnel and the customer company.
- ⇒ the processing of personal data in accordance with the applicable legislation
- ⇒ the non-discriminatory handling of all steps in the certification process.
- ⇒ the risk-based thinking implemented throughout the various audit and certification processes, including the associated preventive measures.
- ⇒ the implementation of the certification activities in an impartial and objective manner.

*The Director of BQA is committed to impartiality and observing and managing any conflicts of interest and ensuring objectivity and independence in all management system certification activities.*

*To ensure impartiality, BQA has established a working group whose task is to carry out a regular assessment of impartiality and independence in the audit processes, certification processes and decision-making procedures.*

*The working group is authorised to provide advice to the Director of BQA with a view to eliminating or reducing potential or real conflicts of interest that would or could compromise BQA's impartiality.*

In order to ensure BQA's competence in meeting the requirements set by the accreditation body, and in order to give real added value to the customer companies, BQA has installed a quality management system. The performance and effectiveness of the quality management system are evaluated annually by the Management Review, and the objectives are set. The aim of this is to continuously improve the services BQA provides to its customer companies.

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Director BQA