

Quality Policy

NORME is committed to providing timely, thoroughly and impartial assessment of its customer's Quality Systems to decide regarding certification according to certification schemes and related standards.

NORME the quality Policy contains NORME's client values. It includes the commitment statement of the leadership team and is reviewed and updated regularly. It is announced and explained at all levels of the organization and is available to the public.

Values reflecting the way we at NORME want to act towards our colleagues and clients and to be shown in everyday work life contain credibility, innovation, professionalism, and humanity.

NORME shall undertake to provide product and process certification services in accordance to the following policy

- NORME is committed to operating a third-party product and process certification program based on good professional practices and in compliance to the requirements of ISO/IEC 17065 and other applicable regulations.
- NORME shall strive to satisfy the needs of consumers by providing confidence about the fulfillment of stated requirements of a Product and Process.
- NORME prefers in certification of those products for which it has the necessary Competence.
- NORME shall ensure that all personnel involved in the certification process are adequately qualified, trained, and familiar with the policies and procedures of the management system.
- NORME shall safeguard the impartiality and integrity of its operations. All possible factors, which may compromise or diminish confidence in its impartiality, judgment or operational integrity shall be controlled. All Certification personnel including Outsourced personnel shall declare any potential conflicts of interest. NORME shall take full regard for this information to ensure the impartiality of services that it provides to its customers.
- NORME shall implement its policies and procedures in a non-discriminatory way. Potential risks to its impartiality shall be assessed on an ongoing basis using mechanisms such as internal audits, management reviews, impartiality committee meetings, and discussions with any interested parties.
- NORME shall keep a check on the quality of manufacturing of the certified Product through regular surveillance.
- NORME is committed to improving continually its quality of operations and management systems.

Approved By: 
General Manager