

PFI	PRÜF- UND FORSCHUNGSINSTITUT PIRMASENS E.V. - ZERTIFIZIERUNGSSTELLE -				4.	1			
	Policy				PROD	SYST	PRÄQ	ETI	
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Policy of the Certification/Pre-Qualification Body of the PFI Prüf- und Forschungsinstitut Pirmasens e.V.

The certification/pre-qualification body of the PFI is a competent service provider in all matters of

- type certification,
- certification of management systems and
- pre-qualification

regarded.

The professional competence of the employees of the certification and pre-qualification body shall be used for the greatest possible benefit of the clients and thus also for the benefit of the PFI. In doing so, all requirements and provisions of the relevant standards and other binding regulations are to be complied with.

The confidential handling of all information made accessible within the scope of the certification activity shall be ensured.

The certification/pre-qualification body is aware of the importance of impartiality in the performance of certification activities. The handling of conflicts of interest is regulated and the objectivity of the certification activities is ensured.

The aim of the certification/pre-qualification body continues to be to generate profits of an appropriate magnitude from the certification activities, which are to be allocated in full to the charitable purpose of the PFI's work. Upon request, a description of the means by which the PFI is financed and the prices charged for the various certifications will be made available.

The certification/pre-qualification body is committed to maintaining accreditations.

It is the declared aim of all employees of the certification body to provide clients with timely, error-free and cost-effective services that find unrestricted acceptance in Germany and worldwide within the intended framework.

The certification body fulfils its tasks with the highest quality, which is expressed in:

- consistent implementation of the relevant international standards and other legal provisions
- flexible, customer-oriented action
- reliable and independent results
- confidentiality and impartiality in the performance of all procedures
- non-discriminatory treatment of all clients
- adherence to deadlines
- cost-conscious thinking and acting

The competence and effectiveness required to implement the policy will be ensured by:

- Maintaining an effective management system in the body.
- adapting procedures to the requirements arising from legal regulations, standard requirements and the market situation
- scheduled reviews of the management system, such as internal audits, customer evaluations and management reviews
- high motivation of all employees in the unit

