

Quality Policy

DEKRA Certification Sp. z o.o. is an independent service provider in the scope of inspection and certification of: management systems, products and individuals. Our competencies in the scope of the certification of management systems, products and persons are evidenced by our accreditations and a notification.

Impartiality and ethics are our highest priorities.

We ensure equal treatment and a readable feedback to all interested parties.

We are open to any questions. We ensure access to all information required during the tender process and provision of our certification services, including the access to the documents specifying the procedure for complaint and appeal submission as well as the processing of complaints and appeals addressed to our body.

We provide a professional customer service. Clients are kept duly informed at each stage of certification and inspection process.

In order to ensure the fulfilment of obligations towards our clients, we set ourselves the following objectives:

- our services are of high quality and have competitive prices;**
- offers made to our Clients are binding for us, transparent, and do not include any hidden costs;**
- the evaluation is performed by an experienced and qualified staff;**
- we ensure availability of our employees in the office and regional managers located all over the country;**
- we improve the qualifications of our employees and auditors, inspectors, examiners and experts in the scope of a guarantee to meet the quality-related expectations of recipients of our services;**

The vision of DEKRA Certification Sp. z o.o. is to maintain the position of a reliable leader on the certification services market while providing value for our Clients, shareholders and employees from the provision of our services.

We guarantee the confidentiality of any information obtained.

In order to continuously improve the professionalism and quality of the services we offer, we implement new work methods on an ongoing basis and use modern and reliable equipment.

We assume responsibility for the evaluation of the evidence constituting the basis for issuing a decision on certification or testimony of assessment carried out, as well as for all activities taken by the subcontracted entities acting on our behalf.

All employees of DEKRA Certification Sp. z o.o. and persons acting on its behalf are obliged to follow the rules of the Quality Policy.

President of the Management Board of DEKRA Certification Sp. z o.o.

Wrocław, 21.06.2023