

QUALITY POLICY AND OBJECTIVES

1. Quality Policy

Bureau of Quality Certification (BQC) is committed to operating as a competent, independent and impartial Inspection Body in accordance with **ISO/IEC 17020:2012** and applicable statutory, regulatory and accreditation requirements. Top Management ensures that this policy is understood, implemented and maintained at all levels of the organization, and reviewed for continuing suitability at each Management Review.

BQC hereby establishes the following Policy:

- To provide consistent, reliable and technically valid inspection services that meet customer requirements and applicable legal and regulatory obligations.
- To safeguard independence and ensure that inspection activities are conducted with complete impartiality, free from commercial, financial or other pressures that could influence professional judgment.
- To maintain confidentiality and integrity of all client information and inspection records.
- To ensure competence of personnel through appropriate qualification, training, authorization and continuous professional development.
- To continually improve the effectiveness of the management system and the quality of inspection services to enhance customer satisfaction and stakeholder confidence.

2. Impartiality Policy

Top Management of BQC is impartial and shall remain impartial in the conduct of its inspection activities. BQC identifies, analyses, documents and manages, on an ongoing basis, all identified risks to its impartiality arising from its activities, its relationships, or the relationships of its personnel, in accordance with **BQC/PER/13 Impartiality Risk Assessment Matrix**. Where a risk to impartiality is identified, BQC shall demonstrate how it eliminates or minimizes that risk. Inspection activities are undertaken independently of any commercial, financial or other pressure that could compromise impartiality, and no inspection outcome is influenced by the party that will use it or by any other conflicting interest. BQC does not offer or provide consultancy or design services related to items it inspects, and its personnel do not accept engagements that would compromise their independent judgment. This commitment is overseen by the Impartiality Committee (**BQC/PER/16**), and top management's personal commitment to impartiality is separately recorded in **BQC/PER/09A**.

3. Measurable Objectives

The following objectives operationalise the Policy and are monitored continuously and formally reviewed for achievement at each Management Review under BQC/SOP/14:

Objective	Target	Measure	Review
Timely reporting	≥95% of inspection reports issued within 3 working days of the inspection date	Monthly count of reports issued within 3 working days ÷ total reports (BQC/INS/03 log)	Every Management Review (BQC/MRM/01-03)
Complaint responsiveness	100% of complaints acknowledged within 3 days; 100% closed within 30 days	BQC/INS/07 Complaints & Appeals Register, tracked under BQC/SOP/16	Every Management Review

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Inspector witnessing coverage	100% of active inspectors witnessed at least once in the year	BQC/INSP/03 Part 0 Annual Monitoring Plan — coverage %	Every Management Review
Impartiality	Zero valid impartiality breaches	Impartiality Committee log (BQC/PER/16) and Complaints & Appeals Register	Every Management Review
Customer satisfaction	≥90% customer-satisfaction score	BQC/INS/06 Customer Feedback Form — analysis of returns	Every Management Review
Equipment calibration currency	100% of owned significant-influence equipment calibrated within its due date	BQC/INSP/05 Equipment Master List and Calibration Programme	Every Management Review

4. Commitment and Communication

This Policy and these Objectives are approved and signed by Top Management, communicated to all BQC personnel at induction and through periodic briefings, and made available to clients and other interested parties on request. In accordance with ILAC P15:05/2020 application notes 8.2.1n1 and 4.1.5n2, this Policy is additionally published on BQC's website, www.bqcindia.org, for unrestricted public access.

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