



Company Policy

Ref #: QM004-UK

Revision History

Date	Revision #	Description of Changes
17.04.2020	000	Initial



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RACS is a 3rd party conformity assessment body providing certification services for products and facilities as per the guidance of ISO/IEC 17065, UAE, SASO and GSO applicable standards.

RACS strives for continuous improvement of our Certification processes.

We believe that our quality System, supported by our expertise, resources and code of ethics, ensure the continual delivery of high quality, added value services offered and delivered to our clients.

Our Quality Commitments:

We are committed to provide timely, thoroughly and impartial assessment of customers, by accurate determination/decision about Certification according to Certification Schemes & related applicable Standards.

Top management, supported by quality department and the whole team members, is responsible for the implementation of this policy by:

- Continuously meet customer requirements.
- Continuously audit and improve certification operations efficiency through known principles reinforcing and supporting resources' capabilities through extensive training, sharing knowledge and supervision of related personnel.
- Cascading common objectives and monitoring relevant action plans.
- Ensuring maintainable progress through internal and external audits.

By doing this, all RACS employees will contribute to the first of our "RACS Objectives": Customer Focus.

Our principles:

- Customer requirements can always be met.
- Company efficiency depends on individual competences, continuous training and employees' commitments.
- All processes are described directly, shared controllably, and improved continuously.

Non-discriminatory conditions:

- RACS QUALITY Bases the relationship with its clients on the principle of equal opportunity and fair treatment and does not discriminate any applicant with respect to all aspects of the Certification policies and procedures adopted by RACS QUALITY.
- RACS QUALITY Policies, procedures and services shall always be administered in a way that provide availability and convenient accessibility to all its clients whom activities fall under the scope of Certification without any discriminative potentiality.
- All RACS Clients are treated in the same unconditional non-discriminatory way regardless of the client size, service requested, Certification type and scope needed. All what is required from applicant is to comply with certification requirements, which are equal and similar to all applicants.
- On a regular basis, RACS Quality performs periodic revision to the specific scheme requirements and its own process of application submission, review, evaluation and decision,

