



SYSTEMA CERTIFICARI SRL  
Tîrgu Mureş

## THE QUALITY POLICY

CODE: P-01-SCS

**APPROVED**  
General Manager  
AIFTIMIEI CLAUDIU

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Revised: 5/20.06.2023


**DRAFTED**  
Quality Manager  
VLAS CRISTINA

**VERIFIED**  
Certification Manager  
SZOVERFI BOTOND

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### Revisions and approvals index

No.	Date	Ed./ Rev	Brief description of the modification	Last Name, first name, signature		
				Drafted Quality Manager	Certification Manager	Approved General Manager
1.	05.03.2018	1/0	Drafting in Ed.1 / Rev. 0	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
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## THE QUALITY POLICY

By its activity, *SYSTEMA CERTIFICARI SRL* is intended to meet the requirements of all participants in the activity: shareholders, employees, suppliers, community and customers, using and administering their own policies and procedures in a non-discriminatory manner, without hampering, discouraging or conditioning applicants access to certification services by exaggerated requirements financial or other nature (size, membership of an association or group, number of already certified suppliers, etc.)

The main objective of *SYSTEMA CERTIFICARI SRL* is to achieve the satisfaction of its customers, in compliance with the requirements and regulations regarding the certification of the conformity of the management systems.

Also, a priority objective is maintaining the accreditation of *SYSTEMA CERTIFICARI SRL* as certification body for quality management systems according to **ISO 9001:2015**, for environment management systems according to **ISO 14001:2015**, for occupational health and safety management systems according to **ISO 45001:2018**, for food safety management systems according to **ISO 22000:2018**, for information security management systems in accordance **ISO/IEC 27001:2022** and for medical device quality management systems in accordance **ISO 13485:2016**; the accreditation body must have signed the EA-MLA (European co-operation for Accreditation-multilateral agreement).

In this context, our goal is for the services that we offer to fulfil the following requirements:


- to meet the requirements and expectations of customers and other business participants;
- to comply with the requirements specified by the Accreditation Body in contracts, standards or other specifications;
- to comply with the applicable regulations in force;
- to have a competitive price that would bring profit for shareholders and allow a motivating salary for employees;
- to provide an image of excellence to the company *SYSTEMA CERTIFICARI SRL*.

In order to reach this level of competitiveness and efficiency, as General Manager of *SYSTEMA CERTIFICARI SRL*, I hereby request to each employee to be responsible for the quality of the work they provide and for the quality of the services, in accordance to *SYSTEMA CERTIFICARI SRL* values.

### **COMPANY VALUES**

#### **Self-motivation**

- We understand that the company's duty is to reward us for the good things we have done and not to motivate us to do our job. And this for a quite simple reason: motivation exists (or does not exist) within us and we are the only ones who can find it.
- To motivate yourself means to wake up to go to work with pleasure, to feel lucky to do what you do, to break away from your work with difficulty, to be proud of your results, to personally

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assume your failures, to trust yourself. All of the above cannot be obtained by more money received from the company.

- You have to be your own locomotive, to move yourself forward in the good days and in the bad days. Yes, we all have rough/bummer days, but if their number exceeds the number of good days, this may not be the right job or company for you.
- However, do not expect to find your motivation every day, sometimes it is missing when you need it most. In those moments, rely on discipline. Do what you know you have to do.
- Each one of us is responsible for their own happiness, which we are entitled to and must seek where we see fit. Do not expect this from your boss, colleagues or customers.

#### **Total dedication**


- The interests of the company have priority for us and we will not neglect them for any reason, regardless of its nature. It is more an attitude of availability and total dedication for the company and less an actual work effort. We assume this because we know that serious things cannot be done by half measures.
- When we make a decision that involves a potential conflict of interest between us and the company, we ensure that the company's interest will prevail over our own or group interest.
- Each of us offers unconditional support to our colleagues because we know that together we can do things faster, better and with less effort.

#### **Succes is the only option**

- Today, performance is the only option for a company that wants to survive and, moreover, to grow. And this can only be done with the best of people.
- For us, performance means a wonderful job. Why? Because we come to love our job not because of good coffee, breaks at our discretion or a salary always paid on time, but because wherever we look, we see colleagues together with whom we can grow.
- Certainly, at the end of the day, the numbers are what matters. The targets are achieved in our company.
- In addition to numbers, being successful means: being modest, honest, orderly, disciplined, proactive, paranoid when analysing risks, able to make decisions, obsessed with continuous improvement, responsible when things are not going well, able to choose the best solution and not necessarily your own.

#### **Quality makes the difference**

- It is the element on which our development as a company was based and the main difference between us and the competition.
- Everything we do as a company must have an impeccable quality, in terms of solutions, presentation and delivery services.
- Quality means spelling, smile, effective solutions, page layout, addressing tone, font used, good taste in clothes, correct word spacing, clean car, phone answering formula, punctuation, punctuality, tidy desk, accurate language, consistency and many more.

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- It is the duty of each one of us to ensure that only quality products and services leave the company and to signal any deviation to initiate corrective actions. This means that anyone who finds a quality problem has a duty to actively intervene in eliminating such problem, even if it has nothing to do with his daily job. Possible quality problems are not found by chance, they are actively sought by each one of us, in order to be eliminated.

**Delighted customers**

- The very good opinion that our customers form by working with us is a defining element of our past, present and future success. It is possible that during the collaboration with some customers, for various reasons, things do not go as well as they should, and the customers are left with a bad impression of us. We will never leave things like that and we will do everything necessary to finally make our customers at least satisfied, although our goal is to leave them delighted.
- The customers' opinion about us is the only one that really matters to us. Why? Because we depend 100% on it. We consider this normal, not in the least frustrating, because we are professionals.
- For us, a satisfied customer is always more important than maximizing the profit from a transaction with that customer.

All resources will also be allocated to ongoing training of the staff involved in the certification process and to strengthening the prestige and image of *SYSTEMA CERTIFICARI SRL* by their professionalism.

The employees are accountable for the complete fulfilment of all requirements specified for the certification of the management systems. Data from performance measurement should be used to apply the continuous improvement of activities.

I call for the involvement of all employees in the continuous improvement of the quality of customer service, considering that lifelong learning and effective communication are essential conditions for maintaining high levels of competitiveness and satisfying customer requirements, making it an obligation for *SYSTEMA CERTIFICARI SRL*.

In order to put into practice, the present policy, *SYSTEMA CERTIFICARI SRL* has established its quality management objectives, the company's activities being carried out in a quality management system in accordance with the international standards ISO 9001:2015 and ISO 17021-1:2015.

Date: 20.06.2023

**General Manager**  
**Aiftimiei Claudiu**