

MALTA CONFORMITY ASSESSMENT POLICIES

Malta Conformity Assessment's policies consist of the Quality Policy, Sustainability and Continuous Improvement Policy, Customer-Focused Approach Policy, and Leadership and Management Policy. These policies are interconnected and collectively support the organization's vision and objectives.

The establishment, implementation, and continual improvement of these policies are the responsibility of Top Management. They ensure that the policies are well-understood, effectively implemented, and consistently maintained at all levels of the organization.

Quality Policy:

Top Management and all employees of Malta Conformity Assessment are committed to:

Conducting all activities in line with good professional practices and technical standards, fully complying with national and international regulations, and upholding the principles of impartiality, independence, and confidentiality.

Responding promptly to customer inquiries, delivering services through competent personnel in a manner that ensures impartiality, equality, and customer satisfaction.

Closely monitoring sector-specific developments and innovations, while continuously improving the effectiveness of processes in line with the requirements of our Quality Management System, customer expectations, and applicable standards and regulations related to accreditations and authorizations.

Complying with the MCA Code of Ethics, maintaining and enhancing personnel qualifications and technical infrastructure in alignment with operational activities, being familiar with the quality system documentation, and conforming to all MCA policies and procedures.

Protecting human health and the environment by providing a safe workplace, fostering high awareness of occupational health and safety, and taking all necessary preventative measures.

MCA undertakes to address the risks and improvement opportunities that may affect the achievement of quality objectives within the framework of its quality management system.

Sustainability and Continuous Improvement Policy:

Quality System: Internal and third-party audit results are monitored, and a decreasing trend in nonconformities is used as an indicator for ongoing quality system improvement.

Commercial Success: Business growth and profitability are measured regularly, and objectives are set accordingly.

Business Development: New fields and markets are explored to expand operations in alignment with the organization's objectives.

Employee Development: Training programs are planned, conducted, and evaluated to strengthen both the communication and technical skills among employees.

All activities of Malta Conformity Assessment are carried out in accordance with the applicable regulations, standards, and guidance related to its accreditations and authorizations. These activities are subject to internal audits for verification and continual improvement.

Customer-Focused Approach Policy:

Malta Conformity Assessment recognizes its customers as the core reason for its existence. Accordingly,

Customer needs and expectations are addressed with seriousness and urgency.

All customer-related processes are managed efficiently, ensuring fairness, equality, and value in customer relations.

Appeals against conformity assessment decisions are handled transparently and effectively.

In a highly competitive economic landscape, our credibility with customers is grounded in the professionalism of our staff, the objectivity of our evaluations, and our unwavering impartiality and independence.

Leadership and Management Policy:

At Malta Conformity Assessment, leadership is an integral part of maintaining and strengthening our quality culture. Our approach to leadership is centered on integrity, accountability, and the active development of individuals and teams.

Leaders ensure that quality objectives are clearly communicated and understood throughout all functions.

They act as mentors and role models, encouraging professional growth and fostering a shared responsibility for quality.

Delegation is used strategically to build confidence and competence among team members, promoting ownership and initiative.

Constructive feedback, recognition of achievement, and openness to improvement are integrated into our leadership philosophy.

Managers provide a safe, respectful, and motivating environment where employees are empowered to contribute effectively to MCA's goals.

Leadership decisions are aligned with the principles of impartiality, transparency, and regulatory compliance, ensuring consistent quality of services delivered. Through this leadership mindset, MCA maintains a robust quality system and drives continuous improvement throughout the organization.

Mehmet IŞIKLAR
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