

QUALITY POLICY STATEMENT	4.1-P
	Revision 2

HIGHLY PERSONAL... HIGHLY PROFESSIONAL

Ross Mitchko Registrar (RMR) is committed to operating as an **independent, impartial, and competent certification body**, delivering reliable, consistent, and credible management system certification services. Our work is guided by the principles of **impartiality, competence, confidentiality, consistency, transparency, accountability, and continual improvement**, ensuring confidence in all certification decisions we make.

Impartiality: RMR safeguards impartiality as the foundation of credible certification. We identify, analyze, and control all risks related to impartiality; prevent conflicts of interest; ensure that no auditor, employee, contractor, or committee member engages in consulting for certified clients; and guarantee that certification decisions are made solely on **objective and verifiable evidence**, free from financial, commercial, or organizational influence.

Competence: RMR ensures that all personnel involved in audits, audit reviews, and certification decisions are competent, qualified, trained, and continuously evaluated. We maintain structured qualification criteria, provide ongoing professional development, monitor auditor performance, conduct witness assessments, and enforce consistent application of certification requirements across all programs.

Confidentiality: RMR protects all information obtained during certification activities. All client data and materials are handled securely, accessed only by authorized personnel, and disclosed exclusively when required by law, accreditation obligations, or program rules.

Consistency and Quality: RMR implements documented, controlled processes to ensure consistent, accurate, and reliable certification outcomes. Audit planning, audit execution, audit reporting, audit package review, and certification decision-making are carried out according to established procedures and continually monitored for effectiveness and improvement.

Transparency and Accountability: RMR communicates clearly regarding certification requirements, processes, and rules. We maintain openness in our decision-making criteria and cooperate fully with oversight bodies to ensure confidence, accountability, and trust in the certification process.

Complaints and Appeals: RMR maintains a fair, independent, and effective process for receiving, analyzing, and resolving complaints and appeals. All submissions are addressed objectively, promptly, and without bias to protect the integrity of our certification services.

Continual Improvement: RMR is committed to the continual improvement of its management system and certification processes. We achieve this through internal audits, management reviews, corrective actions, auditor evaluations, data analysis, and system enhancements that strengthen the quality and credibility of our services.

The RMR Promise: RMR pledges to uphold the highest standards of professionalism, neutrality, competence, and integrity. We remain dedicated to delivering trusted, objective, and credible certification services while continually improving the effectiveness and value of the certification programs we administer.

Jerome Ross
CEO

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Revision History

Rev	Date	Description of Change	Prepared By	Approved By
01	01-01-2024	Original Release	CEO	COO
02	10-31-2025	Reformatted & Fully Updated for ISO 17021-1, ANAB & COP v2.4 Compliance	CEO	COO



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