

## QUACERT'S IMPARTIALITY POLICIES

- a) QUACERT and any part of the same legal entity shall not offer or provide management system consultancy;
- b) QUACERT and any part of the same legal entity shall not offer or provide internal audits to its certified clients. QUACERT shall not certify a management system on which it provided internal audits within two years following the end of the internal audits;
- c) QUACERT shall not outsource audits to a management system consultancy organization;
- d) QUACERT's activities shall not be marketed or offered as linked with the activities of an organization that provides management system consultancy. QUACERT shall take action to correct inappropriate claims by any consultancy organization stating or implying that certification would be simpler, easier, faster or less expensive if the QUACERT were used;
- e) QUACERT shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used;
- f) Personnel who have provided management system consultancy, including those acting in a managerial capacity, shall not be used by QUACERT to take part in an audit or other certification activities if they have been involved in management system consultancy towards the client in question within two years following the end of the consultancy;
- g) QUACERT shall require personnel, internal and external, to reveal any situation known to them that may present them or QUACERT with a conflict of interests. QUACERT shall use this information as input to identifying threats to impartiality raised by the activities of such personnel or by the organizations that employ them, and shall not use such personnel, internal or external, unless they can demonstrate that there is no conflict of interests;
- h) All QUACERT personnel, either internal or external, or committees, who could influence the certification activities, shall act impartially and shall not allow commercial, financial or other pressures to compromise impartiality; and
- i) QUACERT shall take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organizations.
- j) QUACERT and its auditors shall not be:
  - involved in the design, manufacture, construction, marketing, installation, servicing or supply of the medical device, or any associated parts and services;
  - involved in the design, construction, implementation or maintenance of the quality management system being audited;
  - an authorized representative of the client organization, nor represent the parties engaged in these activities.

February 22, 2019

Approved by



GIÁM ĐỐC  
*Phạm Lê Cường*

