



# Quality Policy Statement

1. The Management and Staff of *Institute of Bio Research Auditing and Training in Southern Africa* “IBRATSA” are committed to the following:
  - 1.1. Providing all our clients and potential clients with a service that fully meets and exceeds their expectations.
  - 1.2. Ensuring that a professional service is offered to clients by trained, experienced and competent audit and support staff.
  - 1.3. Certify organisations in an impartial, objective, non-discriminatory, cost- effective manner that adds value to the certified clients.
  - 1.4. Ensuring that all audits and certification decisions are conducted in accordance with the requirements of the relevant standard.
  - 1.5. In addition, we continually seek to improve the services we offer through acting upon the clients’ feedback, regular internal and external audits, reviews of audit reports, reviews of staff performance and management review meetings.
  - 1.6. Encouraging any client who feels dissatisfied with any aspect of the service provided, to put their complaints or appeals in writing, so that our team that is independent of the audits in question thoroughly investigate and respond promptly.
  - 1.7. IBRATSA is fully committed to ensuring that it fully complies with all the requirements of any relevant standard and our accreditation body. In conducting certification activities, IBRATSA fully understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest exists. To this end, checks have been introduced throughout the certification process to identify any potential conflicts of interest and manage them.
  - 1.8. In light of climate change, IBRATSA is committed to contributing towards climate change activities by embracing technology and thriving for a paperless environment.

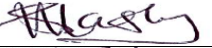



Dr. Felistas Mashinya-Managing Director

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|------------------------|---|-----------------------|------------|
| Reviewed by            | Operations Director  | Review Date           | 27/05/2024 |
| Approved by            | Managing Director    | Approval Date         | 30/05/2024 |
| Date of Implementation | 10/06/2024  | Revision No/Issue No. | 1/1        |

## History of Document Changes

| Rev No./ Issue No. | Date     | Description of Changes  | State (Approved / Not Approved) | Change Initiator (Initials) | New Rev No./ Issue No. |
|--------------------|----------|---|---------------------------------|-----------------------------|------------------------|
| 0/1                | 01/09/20 | Initial Release   | Approved                        | FM                          | 0/1                    |
| 0/1                | 20/07/22 | Re-aligned the Clause 4 statements to the Quality Policy Statement (QP01-D01) | Approved                        | FM                          | 0/2                    |
|                    |          |   |                                 |                             |                        |
| 0/2                | 10/06/22 | New Rev/Issue as part of the Re-coding and re-structuring of QMS documents    |                                 |                             | 1/1                    |
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