

	Document "COMPANY'S POLICIES"		MP 03A Rev 01
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## QUALITY POLICY

ICMQ India's mission is to lead building-material and construction organizations in India towards a worldwide recognized excellence of products and buildings.

It also aims to be recognized as the best certification and inspection body in India in this sector with a worldwide reach producing outstanding results with an effective quality policy based on the following pillars: a leadership fully committed towards the business excellence

- a service strategy focused and tailored to the construction and building material industry
- a management system aiming to excellence
- an integrated network of excellent processes
- a strong brand associated with independency, impartiality and competence
- a talented team
- a qualified network of partners (manufacturers and scientific association in the construction industry) at National and International level

ICMQ India promotes a culture of quality management systems, environmental protection, health and safety in the workplace and improved building performance and sustainability by providing a wide range of services.

ICMQ India is committed to maintain the reputation and credibility achieved in Europe.

We, at ICMQ India, believe that an independent, impartial and competent third party certification and inspection body is the right partner to support client organisations towards a continuous improvement in processes and products. In addition through education and training of organisations' personnel ICMQ is committed to bring an improvement on the construction industry's environmental effects and a reduction of work-related injuries in the workplace.

ICMQ India conducts and continually performs a risk analysis to identify and face any threat to its impartiality and for such purpose it has created a specific Committee for Safeguarding Impartiality.

ICMQ's strategy to establish, monitor and improve the quality level of the certification and inspection activity is aimed at achieving the following 6 objectives:

1. to increase the number of accreditation for different certification schemes
2. to increase the number of recognition from Public Bodies for providing services in the mandatory certification or in third party quality assurance in public works;
3. to participate to international workgroup and committee that develop certification and inspection schemes;
4. to increase the number of highly skilled and qualified auditors, inspectors and faculties
5. to increase the number of partnerships, in India and abroad, to involve the Stakeholders and to improve the know how, the service efficiency and the effectiveness of the evaluation methods
6. to increase its customer loyalty and to reduce any customer complaints

In my role of Managing director of ICMQ India, I am personally committed to deploy this policy, to monitor its deployment within the certification body, to review it in order to guarantee its on-going improvement.

I'm personally involved to do so by:

- a) establishing yearly quality objectives and their deployment
- b) supporting the deployment of an integrated network of processes
- c) enabling the competence and skills of our people and to support the Team working

The Managing Director  
Dr.Cesare Saccani

**Date**

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