

## ANNEX – G

### MANAGEMENT SYSTEM POLICY STATEMENT

OSTIA Management Pvt. Ltd. is an independent Certification Body, which aims to provide an impartial, realistic and practical approach to its client's certification requirements. OSTIA will operate a management system in compliance with the requirements of ISO/IEC 17021-1:2015, ISO/IEC 17021-3:2017, ISO/IEC 17021-2:2016, ISO/IEC TS 17021-10:2018 & IAF, Carryout certification services in a non-discriminatory manner, provide auditing services as well as Certification as per the accreditation scope and Compliance Certification and within the requirements of ISO/IEC 17021-1:2015, ISO/IEC 17021-3:2017, ISO/IEC 17021-2:2016, ISO/IEC TS 17021-10:2018 & ISO 19011 which is independent and impartial with high integrity. OSTIA will undertake continual improvement in the way we conduct our business and the services we offer. OSTIA will avoid imposing undue financial or other conditions on clients or potential clients. OSTIA will train the staff to understand the philosophy of OSTIA, and fulfill their talents, whilst operating to agree formalized management systems. Organization seeking certification services will have access to OSTIA services. In addition, access to all certification services will not be restricted on the grounds that the applicant does not apply for other services or it is member of particular group or association.



(Managing Director)

Date: 01.07.2021

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### MANAGEMENT SYSTEM OBJECTIVES

OSTIA has set the following Objectives to meet the policy statement

1. Achieve 100% customer satisfaction.
2. Attain Accreditation for QMS, EMS & OH&S.
3. Appoint Competent Auditors & Technical Experts in all sectors.
4. Achieve sustainability in the Certification Industry.
5. Follow the Guides provided by the Accreditation Board.
6. Maintain impartiality & confidentiality between OSTIA & their customers & certification personnel of OSTIA.
7. Maintaining 100% risk control approach in our documents, staff, auditors, technical experts & services
8. To provide all customers need information, documents & updating procedures on OSTIA website.
9. To use minimum Paper & files in the Certification Process to maintain green environment



(Managing Director)  
Date: 01.07.2021