

Quality Policy and Objectives

It is the policy of Interface NRM Ltd to provide certification services that meet the requirements of our Accreditation Bodies, our Impartiality Committee, and satisfy customers and their requirements.

Interface NRM Ltd and its management are committed to impartiality in management system certification activities. We understand the importance of impartiality in carrying out our management system certification activities, and we actively manage conflict of interest and ensure the objectivity of our management system certification activities.

We strive to achieve this by:

- Satisfying our clients
- Utilizing our Quality Management System for all company processes everywhere, every time.
- Delivering our services to meet the requirements of our Accreditation Bodies and our customers and other interested parties
- Following the advice and direction given by our Impartiality Committee
- Ensuring that our Quality Policy is communicated and understood throughout Interface.

Interface NRM Ltd is committed to comply with the requirements of ISO 17021, ISO 17065, FSC-STD-20-001, operating a quality system that meets the requirements of ISO 9001:2015, and also committed to continually improve the effectiveness of our Quality Management System.

Our Quality Policy is reviewed for continuing suitability.



Mike Greenland
Director



Gavin Jordan
Director

1st January 2021

Quality Objectives

The annual objective for 2021 is to review the integration of the 17065/FSC and 17021 management systems.

Objectives	Metrics	Targets
Satisfied Clients	1. Complaints. 2. Customer feedback	1. Zero unresolved Complaints. 2. TrustPilot rating of 'Excellent' at all times.
Utilizing our Quality Management System for all company processes everywhere, every time.	1. Record, action and review corrective actions.	1. All non-conformities have corrective actions that deliver continual improvement.
Review the integration of the 17065/FSC and 17021 management systems.	1. Integrated Management System	1. No External Audit Major Non-conformities. 2. A streamlined management system with Interface KPIs being met
Following the advice and direction given by our Impartiality Committee	1. IC actions	1. All IC actions reviewed and implemented.
Ensuring that our Quality Policy is communicated and understood throughout Interface	1. Quality Policy availability	1. Quality Policy always available to all staff.