

Quality Policy and Objectives

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

The directors of Interface NRM Ltd, in company with the wider EOT, realise the importance in being committed to confidentiality and impartiality. All management system and certification activities are subsequently operated in a manner which ensures clear confidentiality and impartiality through actively managing conflicts of interest and ensuring the objectivity of our staff and associates.

We strive to run a robust QMS through:

- Satisfying our clients
- Effective communication throughout the EOT
- 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 this Quality Policy is communicated and understood throughout Interface.

Interface NRM Ltd is committed to complying with the requirements of ISO 17021, ISO 17065 and FSC-STD-20-001, whilst also operating an informal quality management system that meets the requirements of ISO 9001:2015. We are committed to continually improving the effectiveness of our Quality Management System.

This Quality Policy is reviewed for continuing suitability and available to all interested parties upon request.



Dr Gavin Jordan

Director



Tim Barker

Director

3rd January 2022

Quality Objectives

Our core objective 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.