

Management Principles

- **Impartiality**

ZQAPL shall remain impartial for providing Audit, Certification, Public Training & Third Party Inspection Services in a way that the decisions shall not be influenced by other interests or by other parties.

- **Competence**

ZQAPL shall ensure the competence of our personnel and demonstrate our ability to apply knowledge and skills, while providing Audit, Certification, Public Training & Third Party Inspection Services.

- **Responsibility**

ZQAPL shall remain responsible for its decisions, while providing Audit, Certification, Public Training & Third Party Inspection Services.

- **Openness**

ZQAPL shall provide public access to, or disclosure of, appropriate and timely information about its Audit, Certification, Public Training & Third Party Inspection Services.

- **Confidentiality**

ZQAPL shall abide by confidentiality requirements to any proprietary information gathered about a client gathered, while providing Audit, Certification, Public Training & Third Party Inspection Services.

- **Responsiveness to Complaints**

ZQAPL shall ensure fair and transparent handling and effective response to complainants for all the complaints related to its Audit, Certification, Public Training & Third Party Inspection Services.

- **ZQAPL shall always ensure an appropriate balance between the principles of openness and confidentiality, including responsiveness to complaints, is necessary in order to demonstrate integrity and credibility to all users of our services.**

- **ZQAPL shall always be committed to continually maintain highest standard of business ethics and professional integrity in all its activities across the organization.**

As Top Management Team of "Zenith Quality Assessors Pvt. Ltd." we declare our total commitment and support to abide by ZQAPL Management Principles.

26th June' 2007