



## Quality Policy and Objectives

**Basil Quality Testing Lab Private Limited** through its competent personnel are committed to adopt good professional practice and judgment to meet the requirements of the Clients, Regulatory Bodies, Accreditation Bodies to perform inspection related activities in compliance with National / International Standards and Regulatory Requirements by maintaining a Quality Management System that will allow the Inspection Body to fully meet the requirements of the ISO/IEC 17020: 2012 Standard, Accreditation Criteria of NABC, ILAC P 15/05: 2020 and ensuring continual improvement in our Quality Management System. Basil Quality Testing Lab Private Limited is committed to impartiality, Independence, its consistent operations of inspection related activities and confidentiality through legally enforceable commitments to the Clients. We at Basil Quality Testing Lab Private Limited is committed to provide Certification Audits as per ISO/IEC 17021:2015 and ISO/TS 22003-1:2022 and intended needs to complete satisfaction of client through following:

- To plan, design and conduct Certification Audit schemes and to finalize the Audit reports/certificates within planned timescales.
- To place qualified, trained, and experienced auditors with high personal integrity, accountability, responsibility and commitments for conducting audits.
- To familiarize all the personnel in Certification Division with the quality documentation and implementing the policy and procedure in their work.
- Firm commitment to ensure the compliance with International Standard ISO/IEC 17021-1:2015 and ISO/TS 22003-1:2022 and National/International requirements in order.
- Continual improvement and effectiveness of management system to achieve satisfaction of client as per laid down norms in International Standard ISO/IEC 17021-1:2015 and ISO/TS 22003-1:2022 and National/International requirements
- Ensuring competence, impartiality and reliability for our methods used following good professional practice.
- Ensuring impartiality and confidentiality in carrying out its certification activities managing conflict of interest and ensuring the objectivity of its certification activities.

**The main objectives of Basil Quality Testing Lab Private Limited Certification Division are:**

- **Customer Satisfaction:** Attain a customer satisfaction score of 70% or higher on certification service feedback surveys, aiming to conduct these surveys after every audit.
- **External Audit:** An external audit conducted by NABC or another agency should result in no more than five non-conformities, all of which must be resolved within a week/month.
- **Internal Audit:** An internal audit performed by a trained professional in accordance with ISO /IEC 17021-1:2015 and ISO/TS 22003-1:2022 should identify no more than five non-conformities. It is imperative that all identified issues are addressed and resolved within one week.
- **Training:** All staff in the certification division must receive training in accordance with ISO/IEC 17021-1:2015 and ISO 22003-1:2022. Additionally, an annual training of 16 hours on ISO/IEC 17021-1:2015 and ISO/TS 22003-1:2022, ISO 22000:2018, FSSC 22000 (version 6.0) NABC, is mandatory for all employees.
- **Commitment to Impartiality:** The Certification Body's top management is fully committed to impartiality in all management system certification activities.
- Recognizes the importance of impartiality in carrying out certification activities.
- Established and maintains a policy to manage conflicts of interest and to ensure objectivity in all certification decisions.
- All personnel, whether internal or external, including committees and auditors involved in certification activities, are required to act impartially and are bound by this policy.
- Identify, analyse, evaluate, treat, monitor, and document risks to impartiality on an ongoing basis.
- Any threats to impartiality arising from relationships, activities, or assignments shall be managed and mitigated to safeguard objectivity.
- Responsibility for oversight of impartiality rests with Top Management and the Impartiality Committee.
- Records of impartiality reviews, conflict of interest declarations, and impartiality committee meetings shall be maintained as part of documented information.

For, Basil Quality Testing Lab Private Limited

A blue ink signature of the name "Manish Kumar" is written in a cursive style.

Manish Kumar-CEO (Sept 17, 2025)