

PRODUCT CERTIFICATION POLICY

TÜV Middle East W.L.L, being a Conformity Assessment Body, is providing Inspection and Certification Services for products and processes as per the requirements and guidelines of ISO/IEC 17065, ISO 17020 and other applicable standards and schemes. TUV Middle East is committed to deliver high quality, professional and efficient services to satisfy requirements of applicable standards, guidelines, regulatory bodies as well as customers.

TUV Middle East W.L.L is committed to:

- Comply with applicable regulatory and statutory requirements;
- Ensure impartial assessment and decision making through competent employees;
- Maintain a competent workforce and enhance their competence continuously;
- Secure interest of the stakeholders including maintaining confidentiality;
- Ensure consistency of operations and services to maintain quality and integrity;
- Enhance customer satisfaction;
- Promote the use of a process approach and risk-based thinking;
- Develop, implement and monitor objectives for conformity assessment service
- Continually improve management system and certification process.

The policy shall be reviewed and updated periodically and/or if there is any change in the context of the organization or relevant requirements of the interested parties or change in the strategic direction of the Organization. The Policy shall be made available to interested parties as required.

Saleh H. Al Suwaiti

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Chief Executive Officer