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Page	29 of 29		

BS EN ISO/IEC 17024:2012 QUALITY MANUAL

ANNEXURE IV – IMPARTIALITY STATEMENT

Dutest has a documented structure, QHSE Policy and QMS procedures in place which safeguards all the aspects of impartiality. Dutest QHSE policy has been displayed where it could be publicly viewed without any request. This shows the commitment of the top management towards the quality of the service provided.

Impartiality shall be achieved in every possible aspect in the procedure of examining and assessing the competency of the candidates. All the probable and potential risks involved have been assessed and are recorded along with their control measures.

The certification of personnel shall be executed in accordance to the Examination Procedure of Dutest. All the applications shall be vetted, scrutinized, candidates shall be assessed fairly and the certification shall be granted in an impartial basis.

The personnel performing their respective jobs shall be informed about technical scope of activity only. Under no circumstances they shall be involved in any commercial / financial matters.

The competent Engineers / Inspectors perform the Certification of personnel, Inspection and testing are full time employees of Dutest. The personnel involved in the certification jobs shall follow relevant standards and respective local order to perform their jobs. The personnel shall not consider the relationship based on ownership, governance, management, personnel, contracts, marketing and other inducement for the referral of new clients. They shall be responsible for conducting their jobs in professional and safe manner, in order to reach a judgment, whether the personnel they have witnessed is suitable for its continuing usage for the respective field.

Dutest has analyzed, documented and eliminated the potential conflict of interest arising from its personnel certification activities. Under no circumstances the results of their judgment / assessment shall be influenced by any internal or external factors to the inspection body.

An impartiality committee is formed in Dutest which would meet once in every year to discuss and review the Risks to the impartiality on an ongoing basis.

All the complaints, appeals, feedback regarding the personnel certification process can be addressed to dutest@bindasmal.com which would be separately handled by the certification manager.