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**STANDARDS ASSOCIATION OF ZIMBABWE  
CERTIFICATION SERVICES**

**QUALITY POLICY STATEMENT**

✚ The Standards Association of Zimbabwe's Certification Services is committed to offering a service to its clients in the certification processes to ZWS ISO 9001, 14001, 22000 and OHSAS 18001, other Zimbabwe standards and any other standards. The Department promises to confine its requirements, assessments and decisions on matters specifically related to the scope of registration under consideration. The Department will strive to observe the following principles as adopted from ZWS ISO/IEC 17021 and ZWS ISO/IEC 17065 in order to offer and gain confidence that our management system fulfils specified requirements:

- ✚ **Impartiality:**
- ✚ **Competence:**
- ✚ **Responsibility:**
- ✚ **Openness:**
- ✚ **Confidentiality:**
- ✚ **Responsiveness to complaints**
- ✚ **Risk based approach**

Top management shall ensure that this policy is communicated, understood, implemented and maintained at all levels of Certification Services and by all concerned.

Certification Services has developed and implements a management system based on ISO/IEC 17021 option 2 and ISO/IEC 17065 option A

Certification Services is committed to:

- ✚ meeting objectives set by SAZ top management on a yearly basis
- ✚ conforming to accreditation requirements
- ✚ complying with the relevant regulatory and statutory requirements

Signed \_\_\_\_\_

Dr Eve C. Gadzikwa  
**Director General**