



1 QUALITY

Quality will pervade ECCO's technical, operational and client service delivery process. Our quality service culture is characterized by client focus and continuous improvement in all activities. The certification process will ensure that all audits and certification decisions are conducted in accordance with the requirements of the relevant standard. In addition, ECCO is fully committed to ensuring that it fully complies with all Standards Malaysia's regulations, relevant standards and all requirements of any regulatory bodies.

ECCO will ensure that a professional service will be offered to clients using trained, experienced and competent audit and support staff. ECCO will continually seek to improve the services it offers and will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, reviews of staff, management review meetings and management meetings. Any client who feels dissatisfied with any aspect of the service provided by ECCO is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigated. Any client who disagrees with a Certification Decision has the right of appeal which will be put before an independent panel. ECCO fully understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest exists. To this end checks have been introduced throughout the certification process to identify any potential conflicts of interest and an independent Technical Advisory Committee (TAC) has been established to oversee the operations of ECCO and the certification process.

2 CONFIDENTIALITY

ECCO will keep all company and client information created or obtained during the certification activities and will not disclose any information to a third party, except where required by law or with written consent. All information that is not made publicly available will be considered as confidential. Information about the client from sources other than the client (e.g. complainant, regulators, etc.) will be treated as confidential. ECCO ensures there exists a legally enforceable agreement to safeguard the confidentiality of the information.

3 IMPARTIALITY

ECCO is committed to impartiality in its certification activities. An assessment and analysis of all actual and potential threats for personnel, bodies or organizations is carried out regularly including conflicts arising from internal and external relationships such as associated companies, common ownership, etc.



ECCO also does not offer management system consultancy to clients. In addition, ECCO also pledges to not certify other certification bodies for its quality management system.

4 OPENNESS

ECCO will disclose information requested to ensure the openness and transparency required for maintaining the integrity and credibility of its certification process.


5 COMPLAINT & APPEAL

ECCO is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels.

ECCO recognizes that the client may have some reservations or may not agree with the conduct of auditor, audit findings, certification committee decision and / or overall interaction with ECCO's staff. ECCO will ensure all complaints and appeals are handled as efficiently and effectively as possible.



6 DOCUMENT CONTROL

Rev.	Description of Amendment	Approved By	Signature	Date
00	Initial Release	Director		2018-12-20