

National Laboratory Association – South Africa NPC

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NLA – SA Certification of Persons Schemes

Statement on Impartiality

The National Laboratory Association – South Africa's Board of Directors, management and employees are committed to uphold the principles of impartiality and objectivity in all of its operations to ensure confidence and trust in and independence of its activities.

The above objectives are achieved by:

- Understanding the importance of impartiality and employees that are free of undue pressures to ensure objectivity of its certification activities
- Managing any actual or perceived conflict of interest in its decision-making processes
- Conducting all certification activities in a transparent, fair and equitable manner
- Making decisions regarding certification based on an objective evaluation process which expects all applicants to achieve the same level of conformance to the requirements of the certification scheme
- Maintaining an impartial complaints and appeals procedure which is open to all interested parties
- Conducting regular financial and management system audits
- Encouraging interested parties to provide feedback on certification activities

The Board of Directors, management and permanent and contracted employees undertaking certification activities for the NLA – SA are required to declare any actual or perceived commercial, financial, political or other pressures that could compromise the certification process, whenever it may arise.

The management of the NLA – SA ensures, through ongoing monitoring, that none of the NLA – SA's activities affect the impartiality of its certification activities.

S. Sidney
Executive Director: National Laboratory Association – South Africa

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