

TUV USA, Inc. General Operating Procedure Quality Policy



With a view to the developments in the European Union and USA concerning the free trade in products and services between the member states, TUV USA, Inc. (in the following TUV USA) is offering its very best third party audit services relating to the certification of Quality Management Systems.

Our aim is to achieve an optimum service to meet the requirements and expectations of our customers with regard to the evaluation of Quality Management Systems in accordance with international standards.

TUV USA has implemented a quality system in accordance with the requirements of ISO 17021.

The Managing Director collects information from all stakeholders (e.g. TÜV NORD, other Shareholders, Members of the Board, Governing Board, Employees, Subcontractors, Agencies, Clients, Regulatory Authorities, Accreditation Organizations & other relevant professional bodies) with regard to expectations and resource needs to support our operational needs.

The Impartiality Board is established to guarantee the implementation of this policy related to certification activities.

Inside the Quality Manual, all management tasks are described, as well as the structure, organization, and quality-safeguarding activities, which are all necessary for the certification body in auditing and certifying Quality Management Systems, . All requirements for Quality Management Systems are satisfied in accordance with ISO 17021.

Prepared by: S. Stephen	Reviewed by: D. Minamino	Authorised by: H. Sen	Document ID: GOP008	Date: 4/4/2023	Revision: 02
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The Quality Manager and Accreditation Manager are directly in charge to control and operate the Quality Management System in line with the TUV USA's accreditations and related guidelines.

Sub-contractors as well as the TUV USA staff shall be obliged to follow the Quality Management System measures laid down and they are required to contribute towards its improvement. Access to the Quality Manual and all other related documents is allocated to every employee involved.

All full or part-time and subcontracted staff who have any contact whatsoever with customer-related information, are obliged by their respective contracts of employment to maintain confidentiality and to that extent they have to sign a confidentiality declaration. Specific customer-related information which comes to their knowledge in connection with their activities must not be passed on to a third party, even after their contract of employment has been terminated.

The same applies to members of the Impartiality Board or any other person having access to customer-related information.

Signed in original and presented on the office notice board, distributed and communicated throughout the company.

Signed: *Stephanie Stephen*

Position: Quality Manager

Date: April 5, 2023

Signed: *Hakan Sen*

Position: Managing Director

Date: April 5, 2023

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Revision History

Revision	Date	Description of the Change	Approved by
01	08/31/2017	Update Company Logo Added ISO 17065 to reflect the developments in the Food sector	R. Thomsen
02	4/4/2023	Remove references to ISO 17065 and indicate Accreditation Manager responsibilities.	H. Sen

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