



With a view to the developments globally 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 Management Systems in accordance with international standards.

TUV USA has implemented a management 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 Management Systems, . All requirements for Management Systems are satisfied in accordance with ISO 17021.

Prepared by: S. Stephen	Reviewed by: H. Sen	Authorised by: H. Sen	Document ID: GOP008	Date: 02/17/2025	Revision: 04
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The Quality Manager and Chief Certification Officer are directly in charge to control and operate the Management System in line with the TUV USA's accreditations and related guidelines.

Subcontractors as well as the TUV USA staff shall be obliged to follow the 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:   
Position: Quality Manager  
Date: February 17, 2025

Signed:   
Position: Managing Director  
Date: February 18, 2025

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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
03	5/1/2024	Changed to global language in the first paragraph. Remove “quality” from all Management System references. Remove last line about posting to the notice board in the office.	H. Sen
04	2/17/2025	Changed “Accreditation Manager” to Chief Certification Officer (CCO) to align with structure/title change	H. Sen

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