



## **IARNM Quality and Impartiality Policy**

The vision of the IARNM is the full implementation of its mission to perform accreditation in order to gain the trust of the parties concerned in the accreditation procedures performed by the IARNM.

In the implementation of our mission, we fully follow the requirements of the relevant Macedonian, European and international standards and recommendations from European and international accreditation organizations (EA, ILAC and IAF) and are committed to maintaining and expanding mutual recognition agreements with them. According to our capabilities, IARNM strives to do its best in building a transparent structure and efficient organization tailored to the specific needs of the Republic of North Macedonia. In this way IARNM contributes to progress in the Republic of North Macedonia and according to its capabilities participates in the progress of accreditation at European and international level.

In order to ensure consistent execution of its goals and appropriate level of quality of its services, IARNM establishes and maintains a management system based on the standard MKS EN ISO / IEC 17011.

The Director and the employees of the IARNM are committed to continuous improvement and advancement of the system of work of the IARNM, in accordance with the latest issues of the accreditation standards and at the same time respect the methodology of planning, acting, checking and deciding.

IARNM strives for professional and ethically flawless execution of its accreditation services and sees itself as a partner of the industry in order to contribute with its activities to improve its reputation on the European and international markets.

The IARNM is responsible for impartiality in the implementation of accreditation activities and will not allow commercial, financial, material or any pressures to affect the impartiality. The top management as well as the employees are committed to impartial work and ensuring objectivity in the implementation of accreditation activities.

The IARNM will not authorize others to grant accreditation for their needs and will not provide consultations for obtaining and maintaining accreditation and will not perform other activities that affect its independence and impartiality.

The implementation of the quality policy is checked through internal and external checks, management review, preventive and corrective measures and satisfaction analysis of service users.

Management is aware that properly trained and competent staff with practical experience is a key tool for efficient and adequate performance of accreditation procedures. Therefore, the management strives to provide continuous training for employees, checks their efficiency and according to their capabilities provides them with adequate means of work and support.

The key to an effective accreditation system lies in providing and hiring competent assessors. The IARNM strives leading assessors to be from the IARNM staff and technical assessors from the Republic of North Macedonia. If this is not possible, foreign assessors may be involved.

The management strives to provide a creative environment by involving all employees in achieving the goals of the IARNM. The goal of each individual is to create an internationally acknowledged, recognized, respected and efficient accreditation entity that with its work instills trust in the users of the services. IARNM constantly monitors the latest developments regarding the accreditation at European and international level, the requirements of the clients and the state and strives to adjust its organization in accordance with the new developments.

The goals of the quality policy are constantly updated, adjusted and presented in the annual work program of the IARNM. The achievement of the set goals is determined during the review by the management in relation to:

- reducing the number of non-conformities or reducing the need to take corrective / preventive measures;
- increasing customer satisfaction with services;
- increasing the satisfaction with state bodies;
- reducing the waiting time for conducting an accreditation procedure;
- reducing the number of complaints and objections;
- assessment of the successful inclusion of competent assessors in the accreditation system;
- assessment of the timely preparation for accreditation in new areas (fields),
- evaluation of the performed trainings; and
- assessment of the implementation of the work program and financial plan.

The Director of the IARNM and the members of the Professional Collegium of the IARNM are aware that the management system can be performed without defects only if it is respected by all who participate in the activities of the IARNM. Therefore, they inform all participants about the activities of the IARNM about the quality policy, its importance and the documents of the management system and currently provide them with all the necessary information for smooth and high-quality performance of their work. Through regular reviews by the management, it is checked whether the quality policy is constantly and correctly observed in all segments during the performance of the activities of the IARNM.

The Director and all participants in the activities of the IARNM are obliged to work in accordance with the quality policy, quality manual and documents of the IARNM, to promote the accreditation system of the IARNM and according to their capabilities to constructively participate in improving the management system.

Director of the IARNM

President of the IARNM Council

MA Sloboden Chokrevski

Prof. Dr. Pavle Sekulovski

Skopje, 02.09.2021