

## Quality policy and mission statement of the ift Rosenheim

**Competence, impartiality, confidentiality and quality**  
are the principles of our action.

**We, the management and all employees, are committed to**

⇒ **good professional practice** and ensure this as a competent partner, in that we:

- ✓ test, calibrate, inspect and certify what we are specialised in;
- ✓ orient our range of services towards the requirements of our industry and the requirements of our customers' customers and interested parties;
- ✓ grant an appropriate level of service for the industry and use synergy effects, in particular for the recognition of analogue services by foreign bodies/authorities;
- ✓ actively participate in regulatory (inter-)national committees.

⇒ **impartiality** in the provision of services and ensure the objective evaluation of products and processes, by:

- ✓ structuring and managing ift activities in such a way as to ensure impartiality;
- ✓ offering the same services to all customers in general;
- ✓ ensuring that the activities are carried out independently of any commercial, financial or other influence on the assessment or results;
- ✓ not engaging in activities that could jeopardize confidence in impartiality and integrity and, inter alia, critically examining the feasibility of any request for so-called "development-related advice" and "in-house training" ("advice excludes evaluation");
- ✓ continuously evaluating suspected or existing conflicts of interest with regard to impartiality;
- ✓ regularly analysing risks with regard to independence and impartiality and having the analysis evaluated by independent third parties (e.g. steering committee, advisory board).

⇒ **confidentiality** in the handling of all information obtained or created during the performance of activities and ensure this through:

- ✓ binding order and contractual regulation for employees and service providers to protect trade secrets;;
- ✓ technical organizational measures (TOM) to protect data and products from manipulation, loss or unauthorized access;;
- ✓ the repeated reminder to the employees to handle information/data, documents and provided products sensitively;
- ✓ compliance with legal data security requirements,
- ✓ rules for the trusting but also open handling of complaints - in particular with regard to issued certifications.

Effective from / Accepted by: 21.01.2019 / Jochen Peichl  
Valid for all employees (MA),  
if not limited to Alle

⇒ **best quality and customer satisfaction**, in which we as a service provider

- ✓ work customer-oriented, unbureaucratic and goal-oriented in order processing;
- ✓ actively seek feedback from our customers about their satisfaction in order to improve our business;
- ✓ see it as our task to motivate certified customers through careful conformity assessment to a continuous improvement process;
- ✓ offer our customers "added value" through ift additional services, such as:
  - publication of their certificates issued by ift on the ift website,
  - promotionally effective pictograms and ift quality labels;
  - authenticity check for ift evidences;
  - public relations work (media, trade fairs) to increase ift's level of awareness;
  - cooperation with approved bodies at home and abroad;
  - information about the state of the art via media and services of the ift Academy.

⇒ **to comply with the requirements** to ensure **accreditations, notifications and further approvals**;

the importance of **complying with legal requirements** is recognised by everyone.

- ✓ To implement this, an internal quality management system has been installed, compliance with which is mandatory for everyone and regularly monitored, and for which everyone is called upon to constantly improve.
- ✓ In order to ensure process competence, the laboratories are obliged to carry out regular suitability/comparison tests and to participate in independent interlaboratory comparisons.
- ✓ The accuracy of test and calibration results is ensured by the use of measuring and testing devices which are calibrated in a metrologically traceable way.
- ✓ We make sure that our staff is professionally competent and experienced in the industry through training and continuous further education, and that their personalities are suitable to perform their tasks optimally.

Rosenheim, January 21, 2019



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