



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.

⇒ **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 of accreditations, notifications, further approvals and legal requirements.**

- ✓ 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.

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