



Business Quality Assurance International

## **Mission Statement and Management Policy**

### **Mission Statement**

The mission of Business Quality Assurance International Limited (BQAI) is to build a world-class certification body from its base in Galway, which provides a partnering relationship with its customers and associates, sustaining continuous improvement, development and growth for the benefit of all stakeholders.

### **Management Policy**

BQAI business policy and objectives are focussed on achieving our mission by focusing on our customers through continuous communication, feedback and maintaining value added accreditation for our HQ operations in Clarinbridge, Galway, Ireland.

Achievement of the policy will be the result of management action, total involvement of all personnel in the company and teamwork. We will continually improve our capabilities through education, training and communication.

BQAI operates an ISO 9001:2000 quality management system, with the objective of meeting the accreditation requirements of EN ISO/IEC 17021:2006 that specifies “Conformity assessment – Requirements for bodies providing audit and certification of management systems”.

BQAI follows the principles and requirements for impartiality and competence in the delivery of management standards. Impartiality is maintained through top management commitment and an understanding of the importance of ensuring objectivity and managing conflict of interests for all certification activities. Competence is assured at all levels within the organisation through the engagement of highly skilled and knowledgeable personnel, which is maintained by continuous professional development.

The BQAI assessment teams operate consistently in accordance with the recognised international auditing standard (i.e. ISO 19011:2002).

*Declan O'Connor*

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Chief Executive Officer