

FQA Certification – SLY Sertifiointi

Policy

Impartiality

- Commitment to impartiality of our certification activities is top priority for FQA Certification's management and personnel
- FQA Certification is an independent cost unit of the Finnish Quality Association
- Our services, approaches, processes and organizational structure are planned, managed and improved to undertake certification activities impartially
- We will act impartially in relation to our applicants, candidates and certified persons
- Our approaches for certification are fair among all applicants, candidates and certified persons
- All customers aiming for certification are treated equally whether a member of FQA or not
- We allow no commercial, financial or other pressure to compromise impartiality
- Threats to impartiality are identified and managed as a part of our risk management approach

Quality

- We thrive to meet customer requirements and to exceed their expectations when developing, delivering and improving personnel certification services
- Planning, managing and improvement of our services and activities is based on PDCA model
 - Plan: Certification services and processes are designed to deploy FQA Certification's strategy and to meet customer, legal, appropriate standard, such as EN ISO 9001, ISO/IEC 17024, and EOQ based requirements
 - Do: Our daily work is carried out according to our defined Certification and supporting processes
 - Check: Performance of our activities is monitored by using customer results and feedback, business results, carrying out systematic internal assessment (audit) and management review
 - Act: Improvement activities are based on collected information on our performance according to management review decisions; daily improvements are made based on identified opportunities for improvement by the certification team

Confidentiality

- FQA Certification manages and releases certification-related information in a confidential way
- All information obtained during the certification process is kept confidential according to Finnish person register law
- Confidentiality is managed through legally enforceable agreements covering the certification personnel
- We only verify and provide person related information on whether an individual holds a valid certification and the scope of the certification

Security

- Security of examination and other confidential materials is managed by
 - minimizing use of printed material
 - using as much as possible our document management system and electronic documents and records
 - allowing access to confidential material only to validated personnel and
 - requiring candidates to sign a non-disclosure agreement.