



IMPARTIALITY POLICY

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DIRECTORATE OF ACCREDITATION FOR
ASSESSMENT SERVICES

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DIRECTORATE OF ACCREDITATION FOR ASSESSMENT SERVICES
IMPARTIALITY STATEMENT

DAAS hereby declares to comply with the requirements of ISO 17011 and ensure impartiality for all its personnel related to the accreditation activities of Management Systems from time to time.

DAAS understands the importance of impartiality in carrying out its management system certification activities manages conflict of interest and ensures the objectivity of its management system certification activities, including decision making.

DAAS is a non-profit distributing company, organised in such a way as to ensure that impartiality is not compromised by commercial, financial or other pressures.

DAAS does not engage in any activities which could compromise its impartiality; it does not provide consultancy to conformity assessment bodies, nor does it undertake any conformity assessment activities itself or have links with bodies providing consultancy to the conformity assessment sector, and it does not promote the services of any such body.

DAAS does provide training to external parties although these courses are confined to the provision of generic information that is freely available in the public domain. Additionally, DAAS can provide advisory services in its area of expertise to stakeholders provided this does not constitute any conflict of interest with DAAS' role as the country's National Accreditation Body. Such services are normally provided internationally to help develop new accreditation bodies or national quality infrastructures.

DAAS applies its policies and procedures in a non-discriminatory way, and its services are available to all UK bodies whose accreditation applications fall within its defined scope of activities. Eligibility is not dependent on size of the applicant, number of bodies already accredited or membership of any association or group.

The impartiality and objectivity of the accreditation services that DAAS provides is tightly controlled. All DAAS assessment personnel and externally contracted assessors, as well as members of DAAS committees, are required to declare any potential conflicts of interest. DAAS takes full regard of this information to ensure the objectivity of the services that it provides. Accreditation decisions are made by competent persons independent of the assessment of the conformity assessment body under review.

DAAS evaluates potential risks to its impartiality on an on-going basis using a number of mechanisms including internal audit, management review and consultation with appropriate interested parties. Where any such risks are identified, DAAS shall put appropriate measures in place to eliminate or minimize them. These measures are monitored for effectiveness.

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In the event that customers or other stakeholders have concerns regarding the impartiality or objectivity of DAAS, DAAS has non-discriminatory procedures in place for handling complaints and appeals.