

厦门广信隆技术服务有限公司
认证机构从业遵守诚信及公正性原则的管理承诺
AL-BAQARA CERTIFICATION
Management commitment to the principles of
integrity and impartiality in the practice
of certification bodies

我谨代表厦门广信隆技术服务有限公司，为了满足出口哈拉认证客户及法定管理机构的要求，特作出以下承诺：

On behalf of AL-BAQARA CERTIFICATION I would like to make the following commitments in order to satisfy the requirements of our exporting Hala certified customers and the statutory management organizations:

◆ 开发和实施能够有效的持续满足 ISO/IEC17065 要求的管理体系；

Development and implementation of a management system capable of effectively and continuously meeting the requirements of ISO/IEC 17065;

◆ 确保广信隆的所有工作以公正的方式为客户进行服务，并且杜绝经济贿赂；

Ensure that all the work of GSSL is carried out in a fair manner for its clients and that financial bribery is eliminated;

◆ 确保符合 HALA 认证的要求；

Ensure compliance with HALA certification requirements;

◆ 确保设施和资源能够充分的支持机构运行；

Ensure that facilities and resources are adequate to support institutional operations;

◆ 编写，实施和维护适当的手册和程序；

Prepare, implement and maintain appropriate manuals and procedures;

◆ 不断完善和保证管理体系的完整性；

Continuous improvement and assurance of the integrity of the management system;

◆ 发展精诚服务的企业文化，不断完善客户服务及中为创新的工作质量。

To develop a corporate culture of sincere service, and to continuously improve customer service and the quality of work of innovation;

◆ 确保工作人员或相关人员（如委员会成员）参与的所有工作的保密性和非歧视性，并避免利益冲突；

Ensure the confidentiality and non-discrimination of all work participated by staff or relevant personnel (such as committee members), and avoid conflicts of interest.

◆ 努力实现客户满意度；

Strive for customer satisfaction;

◆ 持续进行认证公正性与风险分析，采取措施，确保认证公信力；

Ongoing analysis of the fairness and risk of certification and measures to ensure the credibility of certification;

◆ 重视客户反馈意见，包括投诉，以改善内部质量管理体系；

Valuing customer feedback, including complaints, to improve internal quality management systems;

◆ 按照既定程序及时、公正地处理投诉和上诉。

Complaints and appeals are handled in a timely and impartial manner in accordance with established procedures.

承诺人： Committed by:

