Apave Certification's policy

In 2007, Apave, an organization specializing in inspection, training, advisory services and technical assistance, created the Apave Certification subsidiary in order to provide its customers with the evaluation and certification services required to perform various professions trades, implement processes and certify the compliance of competence, services and products, and organizations in a voluntary or regulatory framework.

Apave Certification's aim is to meet the demands of its customer in a spirit of partnership and continuous improvement, in order to ensure the durability and value of the certificates issued through the quality of the evaluations carried out and our certification marks. The implementation of our Management and Organization System (SMO), which meets the requirements of standards relating to certification bodies, enables us to raise awareness among our teams and encourage their responsiveness. Apave Certification and its Management are aware of the importance of impartiality, the management of conflicts of interest and the objectivity of certification activities, and for this reason all Apave Certification resources are deployed so as to comply with established ethics.

Our policy is designed to improve the certification impetus, which is structured around:
- the quality of the services offered, in particular the audits carried out,
- the reliability of the certificates issued and the value of our certification marks,
- the ease of access to our services and our responsiveness.

Our aims:
- provide our customers with services that meet their expectations, while complying with all requirements,
- promote the increase of Apave Certification's global performance through organized monitoring,
- react and adjust to changes and customer needs through our continuous improvement and prevention of malfunctions processes and by our ability to anticipate changes in the certification provision,
- provide customers, in certain cases, with real certification engineering services to further their strategic thinking.

Our Management and Organization System is based on:
- the management of our internal resources, in particular staff competence,
- the effective combination of the available external capabilities represented by our network of partners (committees), suppliers and subcontractors.

Apave Certification's Quality Manager is responsible for coordinating the SMO as a Management representative, with specific assignments:
- ensure effective measurement of customer satisfaction,
- ensure that the defined processes are implemented and maintained,
- ensure that all stakeholders are made aware of the SMO and its purpose,
- act as a facilitator of our continuous improvement by ensuring:
  - the proper performance of our internal audits,
  - the effectiveness of our SMO,
  - Apave Certification's continuous success,
- report to Management, in particular during Management Reviews.

The Director