

QUALITY POLICY FOR CERTIFICATION PERFORMANCE

CGLOBAL's policy is to provide certification services that is quality with 5 mottos:

“Standard- On time - Friendly - Professional - Demanding”

1 2 3 4 5

The priorities of these 5 mottos are in the correct order, specifically:

1. Standard: CGLOBAL's certification activities always aim to audit in accordance with the criteria required in standards/regulations - certification results always ensure that businesses/businesses' products meet certification standards. Standards here also mean that certification activities always comply with a standard procedure to ensure objectivity, fairness and impartiality in certification activities.
2. On time: all tasks and stages in certification activities must always be on target within the "appointed" time with the customer. On time is shown in: on-time quotation sending, on-time training/audit date, on-time issuance of Certificate/Certification, etc. The motto "on time" is a competitive factor in CGLOBAL's service quality compared to other certification organizations.
3. Friendly: All departments/individuals of CGLOBAL that come into contact with customers always demonstrate a friendly attitude towards customers, always listening and dedicated to serving. Audit activities of auditors at businesses are always carried out with a friendly attitude, bringing sympathy to the customers being audited.
4. Professional: CGLOBAL always demonstrates professionalism in every gesture, word, service style of each employee/auditor and professionalism in procedures, implementation forms, and specialization for each job stages and connections to create a perfect service process.
5. Demanding: CGLOBAL always has a proactive attitude, always listens to customers' suggestions or complaints, if any, with the goal of improving service quality, learning and adjusting. Adjust the certification procedure if there are any shortcomings or are not close to reality and thereby improve customer satisfaction with service quality.

This policy is issued by the Director of CGLOBAL and is followed by all employees and head of departments as a guideline for all customer service activities and work performance at CGLOBAL.

Require departments to seriously implement./.

DIRECTOR



VU LONG BIEN