The main goal of our activity is to meet the needs of our customers, to satisfy their expectations regarding the quality of service, subject to compliance with the appropriate legislative and regulatory requirements.

To achieve this goal, we implemented a management system in accordance with the requirements of ISO/IEC 17021-1, determine its continuous improvement and minimize risks when carrying out work on the certification of management systems.

The Certification body IMS INTERNATIONAL GmbH, in the person of the manager assumes responsibility for:
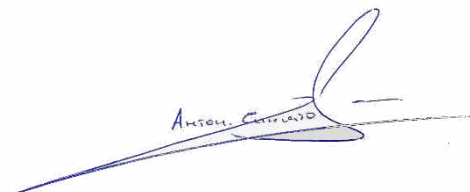
- ensuring the reputation of Certification body as a competent, objective, independent, responsible and impartial organization;
- analysis of the needs of our clients and creation of conditions for their fulfillment at a modern technical and professional level;
- ensuring compliance with the requirements of national and international standards in the field of activity of the Certification body;
- ensuring the quality of work performed by competent personnel, implementation of process automation tools, new work methods, constant analysis of customer satisfaction and needs;
- ensuring the confidentiality of information received from customers of our services;
- effective functioning of the management system due to constant improvement of the organizational structure, updating of documentation, promoting the growth of potential of the organization;
- creation of conditions for the interest of all personnel in the effective operation of the organization, establishment of powers, responsibilities and criteria for evaluating their work in process management.

Implementation of this policy is ensured by:

- support and continuous improvement of the management system in accordance with the requirements of ISO/IEC 17021-1;
- use of modern methods and technologies in work;
- constant improvement of staff qualifications.

Head of Certification body
IMS INTERNATIONAL GmbH   Anton SYNIATO

01.01.2025