



Statement of principles

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International Certification Management GmbH (ICM)

Straubinger Straße 19
94363 Oberschneiding

International Certification Management GmbH certifies management systems. Thanks to the accreditations we hold and our qualified certification staff, we are able to serve almost all clients from every sector.

International Certification Management GmbH underpins its objectivity, independence, impartiality and neutrality by a variety of means:

- On-site auditing of the client is strictly separated from the certification decision. Each of the activities is undertaken by different persons or groups of persons belonging to the certifying authority. Decisions on the issue, withdrawal or suspension of the certificates are taken by independent staff.
- An Independence Consultant has been established which regularly assesses the impartiality of the certifying authority.
- In addition, the “related bodies“ of the certifying authority are also assessed for their independence and impartiality.
- The certification process of International Certification Management GmbH is not influenced by the payments made by its clients.
- Staff in the certifying authority and the auditors have no influence on the products, services or persons which are audited.
- Complaints and appeals against certification decisions which cannot be resolved directly by the certification authority may be forwarded to an arbitration panel which is composed of members of the Impartiality Committee.
- International Certification Management GmbH is competent for conducting system certifications. This is attested by the German Accreditation Authority (*Deutsche Akkreditierungsstelle GmbH (DAkkS)*).
- All clients are treated objectively and equally in the context of the certification process.
- The certification authority is financially independent; this also applies to its salaried staff.
- Staff entrusted with certification activities are qualified and competent; adequate resources are provided to ensure that all necessary activities can be performed.
- The certification authority undertakes no consultancy work of any nature whatsoever for management systems and conducts no internal audits for the clients it certifies.



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- International Certification Management GmbH operates a continuous improvement process so that it is able to offer its services at all times in a form which matches the market's requirements.
- As well as assessing clients objectively, potential improvements are indicated in order to support clients in the enhancement of their management system.
- International Certification Management GmbH maintains and invests in qualified and competent staff; it also makes resources available for further training of staff.
- International Certification Management GmbH has an active health and safety policy for its staff and also takes this into account in the development of its certification systems.
- International Certification Management GmbH incorporates protection of the environment and of health and safety into its own activities.

The quality management system (QMS) of International Certification Management GmbH

The quality management system embraces the requirements of international accreditation in accordance with ISO 17021 and complies with the requirements of ISO 9001. The QMS is binding for the implementation of the system certification of International Certification Management GmbH.

International Certification Management GmbH

Certification Body
Jutta Deinbeck