

## **1. Introduction to MINSEN Certification (Asia) Limited**

MINSEN Certification (Asia) Limited (MINSEN) was set up as a Certification Body to provide management system certification and product certification services to a wide range of industries. MINSEN is owned by private shareholders and is self-financing by fees from certification service.

MINSEN is accredited by the Hong Kong Accreditation Service (HKAS) to carry out assessments of Management Systems to ISO 9001 and various Product Certification Scheme (PCCS).

MINSEN is based in Hong Kong, and can carry out certification work in Mainland China, Macau and throughout the world. MINSEN has a small central staff, and seeks to use make its operations as efficient and cost-effective as possible.

MINSEN will employ external professional auditors and specialists for auditing work. All are carefully vetted before being assigned to the work. They are either certified auditor of Hong Kong Institution of Certified Auditors OR registered auditor of the International Register of Certificated Auditors (IRCA) and/or China Certification and Accreditation Association (CCAA) for the type of work they undertake.

MINSEN employs auditors who are in a deep understanding of the operational processes and activities of the client's business. They are also accurate and faithful to the Standard, fair in their assessment for the management system implementation.

MINSEN has a Certification Committee which comprises independent representatives from a wide range of interests in the areas in which MINSEN carries out certification service. The Certification Committee is responsible for ensuring the impartiality of the assessment and certification process.

## **2. MINSEN Policies**

It is the aim of MINSEN to provide a friendly, flexible, high quality service that meets or exceeds the expectation of the customers.

We will:

- get to know our customers, and understand what is important to them.
- develop our system and practices to better meet our customers' needs.
- deal with customer queries promptly and efficiently.
- develop an ethos that is both friendly and professional.
- reduce bureaucracy for our customers, whilst maintaining high levels of accountability and traceability.
- be flexible and remembering that each customer has their own individual requirements
- ensure our fees are as competitive as possible
- deliver a value-added service in audits and all other dealings with customers
- continually develop our staff and auditors in order to maintain a highly competent and motivated team
- continually review our system, processes and procedures to identify opportunities for improvement

These policies are known and understood by all within our company, and provides the philosophy upon which all our services are planned, developed and monitored.

Other rules of MINSEN are:

- No person will be used for certification or assessment work if his/her judgement could be influenced by his/her employer's involvement with the customer company being assessed.
- Individuals who are involved in certification, including those acting in a managerial capacity or as Certification Committee members, shall not have been involved in any consultancy activity for the customer company being assessed, or any organisation related to it, in the preceding two years.
- MINSEN requires our auditors to sign a professional undertaking or confidentiality and conflict of interest. It is their obligation not to disclose any business information related to the customer company, except those which was in the possession of MINSEN prior to the disclosure by the customer, those which is publicity available, or these which is required by law or accreditation.
- Reports about, and other information concerning clients and auditees shall be made available to staff and Certification Committee members only so far as they have a need to know.

### **3. Impartiality**

MINSEN understands the importance of impartiality in carrying out its management system certification activities, manages conflict of interest and ensures the objectivity of its management system certification activities.

### **4. Confidentiality**

MINSEN shall keep all information of the client in confidence, except insofar as such information is in the public domain, unless the client gives his permission for its release, or unless such information must be released by law or for the purpose of MINSEN's accreditation, or unless the client's name is published on the MINSEN's list of certified organisations which is open for public information.

### **5. Certification Committee**

The Certification Committee of MINSEN is to safeguard the continuing impartiality of the MINSEN certification system. The Certification will normally meet once every year to:

- (a) assist in developing the principles of operation of the certification activities.
- (b) review the MINSEN decision on granting, maintaining, renewing, extending, reducing, suspending and withdrawing certification.

- (c) counteract any tendency on MINSEN to allow commercial or other considerations to prevent the consistent objective provision of the certification service.
- (d) advise on matter affecting confidence in certification.

In Certification Committee meeting, MINSEN will present a yearly report to the committee members for discussion and review of the above issues.

In order to maintain the absolute confidentiality of confidential information in recognition of the privacy and proprietary rights of others, the Certification Committee members are required to keep in confidence all information and materials supplied by MINSEN, and to use such information and materials for the sole purpose of implement their responsibilities of Certification Committee.