

	<h1>Quality Management System - Manual</h1>	Departments: All departments	Doc No: PY01
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PARTNER AFRICA QUALITY POLICY STATEMENT

Quality will pervade **Partner Africa's** technical, operational, and service delivery process. Our quality service culture will be characterized by client/producer focus and continuous improvement in everything we do.

Quality service delivery will be the focus of everyone at **Partner Africa**. As we achieve success in the long-term pursuit of quality, our people will strive to:

- Meet client/producer needs and exceed clients' and producer's expectations;
- Respond quickly and wisely to rapid changes in the business environment and changing client/producer needs;
- Attract and retain clients/producers by being the best-in-class.

To ensure the continuing success of the quality initiative, our leadership will:

- Maintain an absolute, proactive, and long-term commitment to client/producer-focused, continuous service improvement;
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate client/producer-focused continuous improvement in everything we do.
- Act as a role model for the quality values of **Partner Africa**.

Partner Africa has formulated an Impartiality committee for ensuring strict adherence to laid down impartiality norms and for reviewing the norms on a time-to-time basis.

The Executive Director, Management, Staff, and Subcontractors of **Partner Africa** are fully committed to providing all our clients/producers and potential clients/producers with a service that fully meets their requirements.

The product certification process will ensure that all evaluations and certification decisions are conducted in accordance with the requirements of the GLOBALG.A.P. Standard. In addition, **Partner Africa** is fully committed to ensuring that it fully complies with all accreditation regulations, relevant standards, and all requirements of any related regulatory bodies.

Partner Africa will ensure that a professional service will be offered to clients/producers through the use of trained, experienced, and competent evaluators/auditors and support staff.

Partner Africa will continually seek to improve the services it offers and will do so through acting upon client/producer feedback, regular internal and external reviews, review of reports, review of staff, management review meetings, and management meetings.

Any client/producer who feels dissatisfied with any aspect of the service provided by Partner Africa will be encouraged to follow the complaints and appeals procedure (QP07). All complaints will be thoroughly investigated and promptly responded to.

Any client/producer who disagrees with a certification decision has the right to appeal, which will be put before an independent Certification Committee, comprising individuals from **Partner Africa** who are not part of the Certification Decision process, for the particular client/producer.

In conducting certification activities, **Partner Africa** fully understands the importance of ensuring that the product certification process and all evaluations are conducted in an impartial manner and no conflict of interest exists. To ensure this, checks have been introduced throughout the product certification process to identify any potential conflicts of interest. An independent impartiality committee has been established to oversee the operations of **Partner Africa**, particularly the product certification process.

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