



SNS Certification

Standards and Systems Certification

Management System Policy

Public Policy Statement

Document Number	SNS-D-01
Document Type	Policy
Issue / Revision	01 / 00
Effective Date	24.05.2026
Owner	Managing Director / SNS Certification Management
Website	https://www.sns-cert.com
Contact	info@sns-cert.com

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Amendment / Revision Record

Clause / Page	Revision Details	Reason	Issue	Rev.	Date
All	First SNS public resource issue prepared in SNS template.	Initial release	01	00	24.05.2026

Review and update: SNS Certification reviews public resource documents periodically or when certification requirements, service scope, process ownership, legal obligations, or accreditation/scheme requirements change.



1.0 Purpose

This policy states the management system commitments followed by SNS Certification while delivering certification, compliance and technical evaluation services. It communicates the principles used to maintain competence, impartiality, consistency, confidentiality, and continual improvement.

2.0 Scope

This policy applies to certification and assurance activities performed by or on behalf of SNS Certification, including management system certification, product or compliance certification support, testing, calibration coordination, third party inspection coordination, audit planning, certification decision support, client communication, and related public-resource activities.

3.0 Policy Statement

SNS Certification is committed to providing credible, impartial and professionally managed conformity assessment services to organizations across diverse sectors. The organization aims to support client confidence through technically competent assessment, transparent communication, fair treatment of applicants, consistent certification decisions, and responsible handling of information.

Certification activities are planned and delivered so that decisions are based on objective evidence, applicable requirements, defined scopes, audit outcomes, and independent review. Commercial pressure, personal relationships, consultancy interest, or any other improper influence shall not determine audit conclusions or certification decisions.

4.0 Management Commitments

- **Impartial service:** SNS Certification provides services without unlawful discrimination and does not allow financial or commercial considerations to compromise assessment objectivity.
- **Competent resources:** Auditors, reviewers, technical experts and decision personnel are selected based on qualification, experience, sector knowledge and scope relevance.
- **Consistent processes:** Applications, contract review, audit program planning, audit execution, review, decision and surveillance are controlled through defined process steps.
- **Client confidence:** The certification process is managed with clear communication on responsibilities, required evidence, timelines, audit stages and certification conditions.
- **Confidential handling:** Client records, commercial information, technical files, audit evidence and certification records are protected and disclosed only where authorized or required by law.
- **Risk-based improvement:** Feedback, complaints, appeals, audit outcomes, process performance and impartiality risks are reviewed to improve system effectiveness.
- **Public trust:** SNS Certification avoids misleading claims, maintains accurate public information, and requires certified clients to use certification status and marks responsibly.

5.0 Implementation and Review

The management system policy is implemented through documented procedures, personnel competence records, audit controls, certification decision controls, complaint and appeal mechanisms, impartiality review, and management review. The policy is reviewed at planned intervals and whenever significant changes occur in certification activities, service scope, legal requirements, client expectations or scheme requirements.

6.0 Availability and Communication

This policy is communicated to personnel and made available to clients, applicants, certified organizations and interested parties through the SNS Certification resources page or upon request. Personnel working for or on behalf of SNS Certification are expected to understand and apply the intent of this policy in their assigned responsibilities.

7.0 Document Control

This document is intended as a public resource. Operational forms, client-specific records, contracts, audit notes, committee minutes, and evidence files are maintained within SNS Certification internal records and are not normally published on the website.

Controlled item	Control approach
Master copy	Maintained by SNS Certification management in editable controlled



Controlled item	Control approach
Public copy	format. Published on website resources for information and client reference.
Review trigger	Change in process, service scope, certification requirements, complaint trend, impartiality risk or management review action.
Superseded copies	Withdrawn from active resources and replaced with latest issue where applicable.

Document Approval

Prepared by	Reviewed by	Approved by	Effective date
SNS Certification Management	Technical / Process Owner	Authorized Management	24.05.2026

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