

Impartiality Policy

Impartiality is the backbone of NABL activities and is of paramount significance in maintaining the confidence amongst the stakeholders about its accreditation system. NABL is committed to safeguard the impartiality while dealing with accreditation at all levels. NABL adheres to the requirement of *ISO/IEC 17011: 2017 'Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies'* that accreditation shall be undertaken impartially.

NABL is a part of a not for profit organization and is designed in such a way as to ensure that impartiality is not compromised by any undue commercial, financial or other pressures.

NABL does not engage in any activities which could compromise its impartiality; it does not provide consultancy to conformity assessment bodies, nor does it undertake any conformity assessment activities itself and it does not promote the services of any specific body.

NABL does provide training to external parties although these courses are confined to the provision of generic information that is freely available in the public domain.

NABL applies its policies and procedures in a non-discriminatory manner and its services are available to all bodies whose accreditation applications fall within its defined scope of activities. It is applicable to all regardless of number of personnel, number of bodies already accredited or membership of any association or group.

NABL board as the apex body of NABL, responsible for making all kind of policy decisions regarding providing resources and financial support including feasibility studies of the new accreditation programs, review of performance of personnel involved in accreditation and safeguarding the impartiality arising out of its activities, is having fair representation from the stakeholders ensuring that no one interest predominates

The impartiality and objectivity of the accreditation services that NABL provides is tightly controlled. All personnel involved in management, assessments and any other NABL accreditation activities are required to declare any potential conflicts of interest. Accreditation decisions are made by competent persons independent of the assessment of the conformity assessment body under review.

In the event that customers or other stakeholders have concerns regarding the impartiality or objectivity of NABL, NABL has non-discriminatory procedures in place for handling complaints and appeals.