



KET Quality and Impartiality Policy Statement

KET Management commits itself to establish, Implement and maintain a quality management system designed to ensure that the Calibration services it offers are fit for their intended purposes in accordance with the requirements of ISO/IEC 17025:2017 international standard.

Further, the company states its commitment to meeting and exceeding customer stated and implied needs impartially, through a process of continual improvement of its services, processes and the quality system.

The management of KET fully understands the importance of impartiality in undertaking its calibration activities and shall not allow commercial, financial or other pressures to compromise impartiality.

This commitment shall be achieved through:

- a) Determination and demonstration of compliance to the needs and expectations of our customers as well as statutory and regulatory obligations without bias or compromise.
- b) Identification of risks to impartiality that arise from its activities, relationships or relationships of personnel on an ongoing basis and institute effective risk mitigation measures.
- c) Allocation of adequate resources and provision of necessary information required for appropriate management of the interrelated processes and activities throughout the organization.
- d) Commitment to the company's confidentiality arrangements which ensures that no staff undertakes calibration activities where conflict of interest exists or are unresolved.
- e) Reviews of the performance and continuing suitability of the management system with a view to enhancing customer satisfaction and ensuring continual improvement.
- f) Calibration certificates and reports are only issued after review by a competent member of management who shall ensure that no interest shall predominate.
- g) All decisions taken shall be out of mutual agreement or understanding and no bias decisions shall be taken rather objective ones.


Operations Director

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