

## Certification Global Service Charter

**We**, as a member of the **Moody International Group**, are responsible for selling and delivering the Management System Certification services to satisfy the expectations of the clients and all stakeholders.

The top management understands the importance of impartiality and the objectivity of its management system certification activities, whilst also being committed to the management of any conflict of interest.

Our ability to service our clients locally and therefore make the business growth relays on our business process and every team member's role in upholding our core values and meeting our service benchmarks as well as fulfilling their responsibilities in daily business activities.

### **Our Core Values:**

- Integrity, Honesty and Independence without Conflict of Interest
- Transparency and Professionalism in conformance to Applicable International Codes
- Consistency and fairness in our dealings
- Efficient response to all enquiries and requests for information and services
- Clear and effective communication by providing straightforward information
- Prompt respond to and learn from customer feedback and complaints
- Continuously improve the quality and value of the services
- Give our stakeholders satisfactory investment returns

### **Auditing Offices and Auditors Service Benchmarks:**

- Audit Justification Forms raised to scheme mgt within a minimum of 10 working days before audit.
- Notify the audit programme to the client minimum 5 working days prior to on site audit.
- Full audit report packages dispatched to scheme mgt within 5 working days of completion.
- Reply the clients' and inter-co queries within 2 working days.
- Implement corrective actions within agreed schedule.
- Provide three weeks firm notice when requesting support in audit team and early as practical cancellation notice.

### **Scheme Offices and Scheme Managers Service Benchmarks:**

- Audit Justification Form approval within three days.
- Initial audit report packages decision and all discrepancies disclosed within one week.
- Approval of certificate award within one week of resolution of any issues.
- Certificate dispatch within 3 days of approval.
- Provide suitable personnel within three weeks of firm notice.
- Auditor approval within three days after receipts complete training & qualification data

Our offices are committed to achieving and improving our benchmarks without compromising our core values through:

- Awareness and adherence to the group Service Charter.
- Providing and having an optimum level of trained and qualified resources.
- Regular reviews of business, process, resource plans and feedback for opportunities for improvements.
- Prioritising, initiating and monitor improvement measures.

Executive International Board

Sun Aimin  
Responsible Director  
On behalf of the International Board

Country Office:

Country Manager