

PCI MANAGEMENT SYSTEM CERTIFICATION QUALITY POLICY

Precast/Prestressed Concrete Institute is committed to offering Management System Certification Services to all interested organizations in an impartial manner and fulfilling the requirements of ISO/IEC 17021 as a minimum. These services are geared to the construction sector of industry.

It is the responsibility of all those concerned in the operation of Management Systems Certification Services, including certified plants and auditors/external technical experts, that each activity in the operation leads to excellence thereby enhancing the credibility and image of Precast/Prestressed Concrete Institute.

QUALITY POLICY STATEMENT

PCI provides Management Systems Certification Services to all interested organizations against requirements described in national and/or international standards and PCI's policies and regulations.

PCI's Management System complies with ISO/IEC 17021-1:2015, "Conformity assessment – Requirements for bodies providing audit and certification of management systems."

PCI provides its services to all organizations irrespective of their size and affiliations.

PCI ensures that conflicts of interest are avoided or managed and that the objectivity of PCI certification activities is maintained.

PCI's policy is to provide confidence in our certification decisions through maintaining principles related to ensuring: impartiality; competence; responsibility; openness; confidentiality and complaint resolution within the certification decision processes and products.

To implement the above Policy, PCI ensures that all its personnel:

- understand their role in implementing this policy;
- understand the spirit and intent of this policy; and
- recognize their responsibility towards its successful implementation.

PCI's services are offered:

- At a very high qualitative level
- In a reasonable time frame, and above all,
- By auditors with a well-known competence, impartiality and international reputation

These requirements are essential when taking into account the international expansion of the markets. Internationally-recognized certifications are crucial to building trust among global, international, and national business relationships.

One of PCI's major objectives is to keep its customers satisfied. For this reason, PCI's strives for the constant improvement of its service quality and regular adjustment of its quality management system.

PCI Quality Policy Statement

Therefore, PCI considers that it is not enough to cover the expectations and needs of its customers, but also the expectations and needs of the customers of its customers. These are the ones who rely on the certificates which confirm the effectiveness of the management system. They are who believe in the high quality and impartiality of PCI's certification services and who have to be satisfied with the quality of PCI's work.

PCI also accomplishes the legal and statutory requirements, which are determined and reviewed before every service.

The main requirement of PCI's policy is also to fulfill the duty of protection and guarantee the health and safety of its staff in all labor aspects.



Bob Risser, President
Precast/Prestressed Concrete Institute

QUALITY POLICY OBJECTIVES

To achieve the above Quality Policy, the following objectives will be implemented and maintained by PCI's QMS/Certification Department(s):

- a. A customer focus which strives to exceed customer expectations and provide certification services within the time norms.
- b. Provide regular training to the concerned personnel, including internal and external auditors/technical experts for updating their knowledge. This includes the involvement of people by utilizing all people within PCI's organization.
- c. Continuously seek improvement as the permanent objective of PCI's overall performance which includes regularly obtaining feedback from the customers, analyzing such feedback, and taking actions for improvements.
- d. The process approach will define PCI's certification activities to efficiently produce the desired results by maintaining completeness, accuracy and correctness of information related to all certification services.