

	VALIDX Group Management System	Document Type:	Policy		
	Document Name	Implementation:	☒ VALIDX (GR) ☒ VALIDX ICDQ Partners (IT) ☒ VALIDX MEDTECH (CY)		
	IMS POLICY	VXMS Ref No:	F.81		
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VALIDX Group IMS Policy

The mission of VALIDX Group is to provide technically reliable, impartial, and legally compliant inspection and certification services, while continually improving its effectiveness and maintaining the highest standards of competence and integrity.

To achieve this, VALIDX Group has established, implements, and maintains an **Integrated Management System (IMS)** in full compliance with the requirements of **ISO/IEC 17020:2012, ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012**, the applicable accreditation rules of **ESYD** and **ACCREDIA**, and all relevant European and national legislation governing its fields of operation.

Management is fully committed to supporting the continuous improvement of the IMS and ensuring the availability of the necessary resources – technical, human, infrastructural – to fulfil the organization’s obligations and meet stakeholder expectations.

Specifically, VALIDX Group:

- Operates under a documented IMS aligned with ISO/IEC 17020:2012, ISO 17021-1:2015 and ISO/IEC 17065:2012, and applies the relevant procedures and policies issued by ESYD, ACCREDIA, and European regulatory frameworks.
- Delivers services in strict accordance with validated, documented procedures and approved technical methods.
- Ensures the **impartiality, objectivity, and independence** of all inspection and certification decisions by implementing structured mechanisms and oversight.
- Maintains **consistency, accuracy, and reproducibility** in inspection and certification results.
- Appoints qualified, competent personnel with proven experience relevant to each type of inspection or certification task.
- Upholds the **confidentiality of customer information** and safeguards all proprietary data with appropriate security measures.
- Provides its personnel with continual access to current IMS documentation and ensures that all activities are carried out in accordance with approved procedures.
- Establishes **measurable IMS objectives**, monitors performance through key indicators, and evaluates achievement through periodic Management Reviews.
- Allocates adequate resources to ensure the efficient and effective operation of all services provided.
- Invests in the continuous development and training of its personnel to maintain high levels of technical competence.
- Encourages a **culture of collaboration, continuous improvement, and customer orientation**, recognizing the value of both teamwork and individual accountability.

The **IMS Manager** and the **Top Management of Group’s Accredited Entities** are jointly responsible for the effective implementation, maintenance, and continual improvement of the IMS. They are authorized by top management to ensure that the system remains suitable, adequate, and effective in fulfilling this policy.

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