

## **DECLARATION BY THE GENERAL DIRECTOR ABOUT THE QUALITY POLICY FOR CERTIFICATION**

LNE conducts missions as a certification body for products, services and quality management systems in the sense of standards ISO 17065 and ISO 17021-1.

LNE provides certification within a voluntary framework for French, European and foreign systems and within a French, other domestic or European regulatory framework. Management system certification is provided within a voluntary framework and within French, other domestic or European regulatory framework.

### **COMMITMENTS OF LNE**

As a certification body, LNE commits itself to taking all necessary steps and to develop a quality policy so as to meet the requirements of ISO 17065 and ISO 17021 standards. Among the most significant commitments are:

- defining and implementing non-discriminatory management rules,
- acting with impartiality towards customers,
- setting up necessary means to ensure the respect of confidentiality rules applicable to the staff involved,
- setting up measures to avoid conflicts of interest and ensuring the effectiveness of such measures,
- providing necessary training so as to meet skills criteria for staff involved in certification. LNE particularly undertakes to provide training to the staff involved in evaluation processes and to make sure that laboratories performing compliance tests comply with ISO 17025 standard,
- ensuring or contributing to the promotion and development of the different certification systems,
- ensuring or contributing to the defense of corresponding collective certification marks,
- defining and implementing procedures to respond to complaints, appeals and disputes by taking the fairest decisions according to the case concerned.

LNE commits itself towards competent authorities and other notified bodies to complying to European directives requirements and to meet the criteria which define its activities. Furthermore, LNE commits itself to respecting principles of professional ethics defined among notified bodies. As such, he has signed the "Code of Conduct for Notified Bodies" within the framework of the directives 92/385/ECC and 93/42/EC about the medical devices.

In order to carry out its missions and fulfill these commitments, LNE has an internal organization in which certification activities are independent from other activities.

LNE is entirely responsible for decisions related to the granting, maintenance, extension or suspension of a certification.

This organization builds confidence in the quality of certification services provided by LNE and helps to reach LNE's quality objectives relating to certification. These quality objectives are identified as follows:

- meeting requirements of standards and regulations related to product, service and management system certification,

- improving the satisfaction level of companies holding or requesting a certificate for a product or a management system using systematic satisfaction measures,
- improving continuously the quality of the operating system and of services provided,
- contributing to our efficiency with regards to objectives related to this matter.

With the view to reach these objectives, LNE undertakes to support continuous improvement of the quality of the certification processes developed. Particular attention is paid to training and information of staff and service providers of LNE, to the monitoring of customer satisfaction and to internal timeliness related to customer commitment.

These objectives and the measures implemented for reaching them are examined in particular during annual management reviews and meetings of the managers of DCR (*Direction de la Certification et des Référentiels*, certification and standards direction), using tools such as quality indicators and internal audits.

Our quality manual and the documents related describe in details the principles applied, the organization and the methods of LNE to obtain and maintain quality services.

The certification director is in charge of the operational implementation of our quality policy for certification.

Other employees of LNE also have specific responsibilities as regards the success of our quality policy as a certification body:

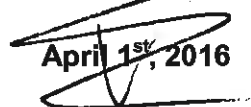
- the quality manager,
- the certification quality manager,
- quality assistants from DCR,
- quality facilitators and coordinators,
- the manager of auditor qualification and his assistant,
- division and department managers from DCR.

A committee for certification and preservation of impartiality (*Comité de Certification et de Préservation de l'Impartialité*) is in charge of specific missions related to the preservation of impartiality. Among these missions are the monitoring of compliance with impartiality rules and the proposal of evolutions or developments related to the matter.

There are also specialized committees built up when needed to ensure the best cooperation between parties directly involved in certification.

Along with these people and staff from CSD and other LNE divisions involved in certification activities, I commit myself to providing all necessary means and to ensuring that requirements of the certification quality manual are met.

**Thomas GRENON**  
General Director

  
April 1<sup>st</sup>, 2016