

- 

## 5.2. Quality Policy

The management (General Manager) with executive responsibility within CCCI establishes the documented quality policy and objective, which are understood, implemented and maintained by personnel at all levels through various means<sup>1</sup>.

Quality policy: Impartiality, Integrity, Independence and Authoritativeness.

Quality objective:

- Customer satisfaction rate over 90%;
- Work error rate  $\leq$  1%;
- Execution of the CDM Accreditation Standard, CDM Validation and Verification Standard and related standard, guidance and regulations 100%.

- 

---