

	INTERNATIONAL STANDARDS REGISTRAR	Doc. Ref	ISR/MSM/01
	COMPANY POLICY	Reviewed by	Director- Operation
		Approved by	Director - Certification
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ISR Management System Policy

We at International Standard Registrar Pvt Ltd (ISR) is committed to providing impartial, reliable, and consistent certification services in accordance with ISO 17021-1:2015. We are dedicated to upholding the highest standards of integrity, professionalism, and competence in all aspects of our operations. ISR management system is designed to uphold the following principles,

Impartiality: We are committed to conducting certification activities impartially, ensuring that decisions are based solely on objective evidence and criteria. Our management system includes measures to identify and manage conflicts of interest to safeguard the impartiality of our certification services.

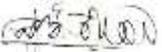
Confidentiality: We maintain strict confidentiality regarding all information obtained or created during the certification process. Our management system includes controls to protect sensitive information and ensure that confidentiality is preserved in accordance with legal requirements and client agreements.

Customer Focus: We are committed to understanding and meeting the needs and expectations of our clients. Our management system includes processes for gathering client feedback, monitoring client satisfaction, and implementing improvements to enhance the value and relevance of our certification services.

Continuous Improvement: We are dedicated to continually improving the effectiveness and efficiency of our management system and certification processes. Our management system includes mechanisms for identifying opportunities for improvement, implementing corrective and preventive actions, and monitoring the results of improvement initiatives.

Compliance: We adhere to all applicable legal, regulatory, and accreditation requirements relevant such as requirements of International Accreditation Forum (IAF) and Sri Lanka Accreditation Board (SLAB) to our certification activities. Our management system includes processes for monitoring regulatory changes, ensuring compliance with accreditation standards, and maintaining the necessary certifications and accreditations.

This policy is communicated to all personnel within the ISR and is available to interested parties upon request. It is reviewed periodical to ensure its ongoing suitability and effectiveness.



12.08.2025

Director Certification

Date