

COMPETENCE POLICY

1. Purpose

The purpose of this policy is to ensure that all personnel performing certification activities on behalf of IQMCINDIA Certification Pvt. Ltd. are competent based on education, training, skills, and experience, in accordance with ISO/IEC 17021-1:2015, Clause 7.2.4 This is essential to maintain the credibility, impartiality, and quality of our certification services.

IQMCINDIA Certification Pvt. Ltd. is committed to consistently developing, evaluating, and maintaining the competence of all personnel involved in certification activities to ensure reliable, impartial, and technically sound decision-making in every certification process.

2. Scope

- This policy applies to:
- All internal and external personnel involved in audit, certification decision-making, and support functions.
- All management system standards under the scope of IQMCINDIA's certification services.

3. Definitions

- **Competence:** The demonstrated ability to apply knowledge and skills to achieve intended results.
- **Certification Activities:** Functions including application review, audit planning, auditing, audit reporting, technical review, and certification decision.
- **Qualification Criteria:** The documented requirements in terms of education, experience, and training to perform specific certification tasks.

4. Competence Management Approach

IQMCINDIA ensures competence through a structured approach:

4.1. Identification of Competence Requirements

- Job descriptions and task profiles are defined for each role.
- Required competencies are identified based on:
- Type of management system standard
- Sector-specific technical area
- Risk level of certification

4.2. Selection and Initial Evaluation

- Personnel are selected based on:
- Minimum education and sector experience
- Certification-specific knowledge and training
- Communication and auditing skills

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4.3. Training and Qualification

- Formal training is provided in:
 - Auditing techniques (ISO 19011)
 - Applicable management system standards
 - IQMCINDIA certification procedures (IQMC-PR06)
- Evaluation is conducted through:
 - Exams, role plays, and observed audits
 - Shadowing by qualified auditors

4.4. Ongoing Monitoring and Evaluation

- Annual review of performance records (audit reports, feedback, complaints)
- Witness audits and review of audit documentation
- Mandatory participation in refresher training and updates when:
 - Standards are revised
 - New risks or technical sectors are added

4.5. Maintenance of Competence Records

- Detailed competence files are maintained for each person.
- Records include:
 - Resumes, qualifications, training logs
 - Evaluation reports and witnessed audit results

4.6. Authorization

- Personnel are only authorized to perform tasks for which competence is demonstrated and documented.
- Technical reviewers and decision-makers are not assigned audit tasks for the same client.

5. Roles and Responsibilities

- **HR/Training Coordinator:** Maintains training records and schedules evaluations.
- **Lead Auditors and Technical Experts:** Provide mentorship and conduct on-the-job evaluations.
- **Top Management:** Ensures sufficient resources and budget for competence development.

6. Review and Improvement

- The policy and competence matrix are reviewed annually or when:
- New certification standards are added
- Significant changes in accreditation or regulatory requirements occur

7. References

- ISO/IEC 17021-1:2015 – [Clause 7.2](#)
- IQMCINDIA Confidentiality Policy- IQMC-PY04
- Determination of Competency Procedure- IQMC-PR08

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