

Quality Policy 质量方针

To ensure the implementation of market-oriented standards and increase consumers' confidence in product quality, ETKO China abides by the following quality policy in providing its services:

为确保以市场为导向的标准的实施，增加消费者对产品质量的信心，艾拓克在提供服务时遵循以下质量方针：

Impartial as balance, objective as a mirror, to create value for customers, to service the world with professionalism.

公正如衡、客观如镜、为客户创造价值、以专业服务世界。

1). Impartial as balance, objective as a mirror 公正如衡、客观如镜：

Impartiality, Reliability, Objectivity, Confidentiality, Non-discriminatory and Professionalism are the basic values and fundamentals of ETKO China while providing certification services to its clients. ETKO China top management commits to overtake impartiality for its activities.

公正、可靠、客观、保密、非歧视和专业是艾拓克为客户提供认证服务的基本价值观和原则；艾拓克最高管理层承诺在其活动中始终秉承公正性。

2). To create value for customers 为客户创造价值：

ETKO China is committed to provide reliable and highest quality customer service for product certification according to most valuable programs, focusing its efforts on creating most value to its clients.

艾拓克致力于依据最具价值的认证方案为客户提供可靠和最优质的产品认证服务，全力为客户创造最大价值。

3). to service the world with professionalism 以专业服务世界：

ETKO China management establishes, document, and maintain quality policies and objectives for fulfilment of applicable international standard ISO/IEC 17065:2012 and the certification scheme and ensures the policies and objectives are acknowledged and implemented at all levels of the personnel, committees, board members and its relationships activities concerning ETKO China operational scopes.

艾拓克管理层建立、文件化和维护质量方针及目标，以实现适用的国际标准 ISO/IEC 17065:2012 和认证方案，并确保方针和目标在与艾拓克业务范围有关的各级人员、委员会、董事会成员及其关系的活动中得到理解和实施。

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To achieve its aim and maintain its values, our principles are stated hereunder:

为了实现其目标和维护其价值观，我们的原则如下：

- **Informing the current and potential clients about the updates in the system and certification requirements, continuously meeting their requirements, and thus enabling the reinforcement of their system;**
通知现有和潜在客户有关体系和认证要求的更新，不断满足他们的要求，从而使他们的体系得到加强。
- **Improving the quality of our services in collaboration with the appropriate national and international parties;**
与合适的国家和国际机构合作，提高我们的服务质量；
- **Providing certificates to clients, recognized in national and international levels;**
为客户提供国内和国际承认的证书；
- **Ensuring the consistency in the services provided, including its relationships;**
确保所提供服务的 consistency，包括其关系；
- **Providing services in accordance with national/international ethical and professional values;**
提供符合国家/国际的道德和专业价值观的服务；
- **Ensuring that certification services are conducted independent of any financial, commercial or other pressures.**
确保认证服务以独立于任何财务、商业及其他压力的方式进行。

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UPDATES TABLE

SECTION CONTENT	SECTION NR	REV.NR	REV.DATE
Preparation of ETKO China's quality policy	NA	00	05.09.2021
Revising the contents and adding English	N/A	01	23.09.2024