



The independence of the four associations ÖQS, ÖVQ, ÖQA and AFQM, as laid down in the statutes, ensures that services of Quality Austria Certification GmbH (hereinafter referred to as Quality Austria) are open to all organizations. The income of Quality Austria in accordance with the **qualityaustria** tariffs and fees / prices is the basis for its financial independence. 法规中规定的 ÖQS、ÖVQ、ÖQA 和 AFQM 四个协会的独立性确保了 Quality Austria Certification GmbH (以下简称 Quality Austria) 的服务向所有组织开放。Quality Austria 根据 **qualityaustria** 关税和费用/价格获得的收入是其财务独立性的基础。

Quality Austria does not pursue any self-economic or commercial purposes and ensures the adequacy of financial conditions by constantly comparing them with institutions with similar objectives. Quality Austria 不追求任何自我经济或商业目的，并通过不断与具有类似目标的机构进行比较来确保财务条件的充分性。

Quality Austria does not receive any basic public funding or subsidies for its certification activities. The economic income results from the company's business activities. Quality Austria 没有为其认证活动获得任何基本的公共资金或补贴。经济收入来源于公司的经营活动。

The assessment, certification and verification activities to be carried out on the basis of relevant national and international standards and legal regulations on behalf of companies and persons of all industries, sizes and institutions are performed in accordance with the **qualityaustria** pricing policy, taking into account the equal treatment of all companies / persons, e.g. irrespective of company size or sector affiliation. 根据相关的国家和国际标准以及法律法规，代表所有行业、规模和机构的公司和人员进行的评估和认证活动都是根据 **qualityaustria** 定价政策进行的，同时考虑到所有公司/人员的平等待遇，例如，无论公司规模或行业隶属关系如何。

In its business philosophy, Quality Austria commits itself to impartiality in certification activities (RE_01_01_Vision_Mission_Business_Philosophy). The document is published on the **qualityaustria** website. 在经营理念中，Quality Austria 致力于在认证活动中保持公正性 (RE_01_01_Vision_Mission_Business_Philosophy)。该文件发表在 **qualityaustria** 的主页上。

Impartiality is a basic prerequisite for carrying out conformity assessment activities in order to gain the trust of customers and other stakeholders. Quality Austria uses a variety of mechanisms to ensure the impartiality of its conformity assessment activities and does not allow commercial, financial or other pressure to jeopardize its impartiality. 公正是开展符合性评估活动的先决条件，以获得顾客和其他利益相关者的信任。Quality Austria 使用各种机制来确保其符合性评估活动的公正性，不允许商业、财政或其他压力危及其公正性。

The top management and other key personnel of Quality Austria (see RE_02_01_00) is committed to impartiality in the certification activities of management systems, products and persons or in the verification activities. Quality Austria (见 RE_02_01_00) 的最高管理层及其他关键人员致力于在管理体系、产品和人员的认证活动或验证活动中保持公正性。

Impartiality and objectivity in the performance of certifications are ensured by the following activities 以下活动确保了认证过程中的公正性和客观性：

- The **qualityaustria** General Terms and Conditions of Quality Austria Certification GmbH contain specific statements on maintaining the impartiality and independence of Quality Austria. Quality Austria Certification GmbH 的 **qualityaustria** 一般条款和条件包含关于保持 Quality Austria 公正性和独立性的具体声明。
- Auditors, assessors, technical experts, validators, verifiers, veto examiners, examiners and trainers must sign the **qualityaustria** Conditions as a prerequisite for their appointment. 审核员、评审员、技术专家、批准者、验证者、否决权审核员、审查员和培训师必须签署 **qualityaustria** 条件作为其任命的先决条件。



The conditions contain the respective requirements for ensuring impartiality. 这些条件包含了确保公正性的相应要求。

See RE_05_01_01_01e_Conditions for auditors, assessors, inspectors, technical experts, validators, verifiers and observers. 详见 RE_05_01_01_01e_Conditions for auditors, assessors, inspectors, technical experts, validators, verifiers and observers

- Prior to appointment for a specific business case, it is mandatory to confirm independence for the respective business case. 在指定特定业务实例之前，必须确认各自业务实例的独立性。
- Veto examiners must be impartial to the respective business case and must be persons other than the auditors and confirm this at each veto check 否决权审核员必须对各自的业务案例保持公正，并且必须是审核员以外的人，并在每次否决权检查时确认这一点。
- The impartiality committee (**qualityaustria Council**) takes place once a year, including random samples of partner business cases. 公正性委员会(**qualityaustria 委员会**)每年举行一次，包括对合作伙伴商业案例的随机检查。
- A whistle-blower platform is implemented and communicated. 实施并传达了举报平台。
- When selecting examiners in the area of certification of persons, care is taken to ensure that the examiner was not also a trainer at the relevant training courses. 在选择个人认证领域的审核员时，应注意确保审核员不是相关培训课程的培训师。
- Quality Austria does not carry out consultations. Quality Austria 不提供咨询。
- Quality Austria does not carry out internal audits at certified customers. Quality Austria 不对获证客户进行内部审核。

Interface to Quality Austria Consulting GmbH: Quality Austria Consulting GmbH 的接口:

Consultants of Quality Austria Consulting GmbH must sign a cooperation agreement (RE_54_01_01), which contains the following: Quality Austria Consulting GmbH的咨询必须签署一份合作协议 (RE_54_01_01)，其中包含以下内容:

- Quality Austria Consulting GmbH does not provide consulting services for companies in the field of medical devices and establishment of management systems according to ISO 13485. Quality Austria Consulting GmbH 不为医疗器械领域的公司提供咨询服务，并根据 ISO 13485 建立管理体系。
- The network partners agree not to provide any services as auditors or veto examiners for Quality Austria Certification GmbH for consulting clients of Quality Austria Consulting GmbH if the network partners have been involved in the consulting service. This restriction applies for a period of three years after completion of the consulting service. 网络合作伙伴同意，如果网络合作伙伴参与了咨询服务，则不作为 Quality Austria Certification GmbH 的审核员或否决审查员为 Quality Austria Consulting GmbH 的咨询客户提供任何服务。此限制适用于咨询服务完成后的三年内。
- The network partner may not accept any activity as a consultant for an organization for a period of two years if he/she has been involved in certification activities (e.g. as an auditor or veto examiner) for this organization. 如果网络合作伙伴参与了该组织的认证活动（例如作为审核员或否决审查员），则他/她在两年内不得接受作为该组织咨询的任何活动。



- EMAS: Quality Austria Consulting GmbH does not provide consulting services with certified EMAS auditors from Quality Austria Certification GmbH for organizations that are EMAS-certified by Quality Austria Certification GmbH.
EMAS : 对于由 Quality Austria Certification GmbH 授予 EMAS 认证的组织 , Quality Austria Consulting GmbH 不提供由该认证公司旗下持证 EMAS 审核员开展的咨询服务。
Quality Austria Consulting GmbH 不向获得 Quality Austria Certification GmbH 认证的公司提供 EMAS 领域的咨询服务。
- The network partners of Quality Austria Consulting GmbH must not give the impression to the company that certification by Quality Austria Certification GmbH will be facilitated, accelerated or discounted if consultancy services have previously been provided by Quality Austria Consulting GmbH (see RE_54_01_01_Kooperationsvereinbarung_Netzwerkpartner_Consulting).
Quality Austria Consulting GmbH 的网络合作伙伴不得给公司留下这样的印象 : 如果 Quality Austria consultancy GmbH 之前提供过咨询服务 , 那么 Quality Austria certification GmbH 的认证将得到促进、加速或折扣 (参考文件 RE_54_01_01_Kooperationsvereinbarung_Netzwerkpartner_Consulting) 。

Risk Assessment regarding Impartiality 关于公正性风险评估:

- The risks regarding impartiality are re-assessed at least once a year in the course of the preparation for the **qualityaustria** Council (RE_02_01_08_I_A Sources of Impartiality QAC). The requirements of IATF Rules 6, 2.5.3 are also taken into account here.在 **qualityaustria** 委员会的筹备过程中 , 每年至少对公正性风险进行一次重新评估 (RE_02_01_08_I_A Sources of Impartiality QAC) 。此处还考虑了 IATF 规则 6、2.5.3 的要求。

Statement on ISO 17065 4.2.6 关于 ISO 17065 4.2.6 的声明:

Quality Austria has a clearly defined area of responsibility (see Shareholders' Agreement) and is

Quality Austria 有一个明确界定的责任范围 (见股东协议) , 并且

- a) not a designer, manufacturer, installer, distributor or maintainer of the certified products;
不是认证产品的设计者、制造商、安装者、分销商或维护人员
- b) not a designer, implementer, operator or maintainer of the certified processes;
不是认证过程的设计者、实施者、操作员或维护人员
- c) not a designer, implementer, provider or supervisor of the certified services;不是认证服务的设计者、实施者、提供者或监督者

- Especially for **qualityaustria** Partners 特别对于 **qualityaustria** 的合作伙伴:
 - The issue of impartiality is addressed in the partner contracts. 合作伙伴合同涉及公正性问题。
 - For new partnerships, a risk analysis on impartiality is carried out (FO_05_02_01_01_New partnerships). 对于新伙伴关系 , 进行公正性风险分析 (FO_05_02_01_01_New partnerships)



- If an unacceptable risk of impartiality is identified that cannot be reduced by action, the partnership will not be implemented. 如果发现无法通过行动减少的不可接受的公正性风险，伙伴关系将不会得到实施。
- Impartiality is a fixed point in Partner Office Audits 公正性是合伙人办公室审核的一个固定点。
- Risks regarding impartiality of **qualityaustria** partners are assessed on a regular basis. 定期评估有关 **qualityaustria** 合作伙伴的公正性风险。
- Results from the above risk assessments are included in the management review and internal audits. 上述风险评估的结果包括在管理评审和内部审核中。
- In case of significant changes, the above risk assessments are re-evaluated, e.g. significant changes in management personnel, turnover of employees, growth or decline in the customer base, or changes in certification process steps or process controls. 如发生重大变化，将重新评估上述风险评估，例如管理人员的重大变化、员工流动、客户群的增长或下降，或认证过程步骤或过程控制的变化。