



**QUALITY POLICY**  
of  
**EXECUTIVE AGENCY "BULGARIAN ACCREDITATION SERVICE"**

The Executive Agency "Bulgarian Accreditation Service" is the sole national accreditation body of the Republic of Bulgaria, which operates in compliance with principles of lawfulness, independence, impartiality, openness, equality, non-competition within the European Union, carries out nonprofit activities on accreditation and preservation of production and commercial secrecy. The Agency carries out its functions in a nondiscriminatory manner, ensuring equal treatment of all customers.

The activity of EA BAS is based on:

- Regulation (EC) № 765/2008 of the European Parliament and of the Council
- setting out the requirements for accreditation and market surveillance;
- Law for the national accreditation of conformity assessment bodies;
- Applicable regulations of European and national legislation;
- International standard ISO / IEC 17011;

Approved procedures and rules of the Agency.

General procedures and rules of the Management system of the agency are publicly announced and publicly available on the Internet site of EA BAS. They are coordinated and approved by the stakeholders represented in the Accreditation Council. In the interest of its customers, EA BAS takes all necessary action and conduct any accreditation procedure competently, impartially and within a time limit prescribed by Law and by the Management system of the Agency.

With its activities, EA BAS contribute to the creation and maintenance of mutual credibility between Member States of the European Union in terms of the competence of conformity assessment bodies, respectively in terms of the credibility of the documents issued by them - certificates, reports, test reports and others. High quality in the performance of accreditation procedures promotes the mutual recognition of the results of activities of conformity assessment both in the regulated and non-regulated by the European and national legislation areas.

**THE ACTIVITY OF EA BAS ENSURES CREDIBILITY OF THE SOCIETY AND THE STATE, THE AGENCY PERFORMS ITS FUNCTIONS WITH A HIGH LEVEL OF QUALITY, AIMING IMPLEMENTATION OF THE FOLLOWING:**

**STRATEGIC OBJECTIVES:**

**INCREASING THE POTENTIAL FOR ECONOMIC GROWTH;  
IMPROVING THE OPPORTUNITIES FOR PARTICIPATION IN THE COMMON  
EUROPEAN MARKET AND INTERNATIONAL MARKETS.**

**OPERATIVE OBJECTIVES:**

Increasing the competitiveness of Bulgarian economy through accreditation of quality and recognized by the European market services of conformity assessment, provided by conformity assessment bodies. Improving the business environment. Protection of commercial and economic relations at national and European level through accreditation, ensuring compliance with national and European legislation in the field of conformity assessment and market surveillance.

Protection of consumers and the environment by creating the possibility to perform accredited testing, control, certification and verification of products, processes and services.

**MAIN GUIDELINES IN THE ACTIVITY OF EA BAS FOR OBJECTIVES ACHIEVMENT:  
Accreditation process, inspection and assessment**

Ensuring an equivalent level of competence of the CABs for mutual recognition and promotion of overall acceptance of accreditation certificates and results of conformity

assessment issued by CABs accredited by EA BAS. Building and maintaining a network of accredited conformity assessment bodies.

Impartial, objective and unprejudiced performance of the assessment according the following rules:

- Not to offer or perform any activities or services inherent CABs which are applying or have been accredited by EA BAS;

- Not to provide consulting services to CABs which are applying or have been accredited by EA BAS;

**International activities:**

Maintaining the membership in EA (European cooperation for Accreditation) and the status of BAS Signatory of EA Multilateral Agreement on Mutual Recognition of results (EA MLA) for all areas. Active involvement of BAS in the work of the General Assembly of EA, committees, expert and working groups of the organization. Maintaining of a membership in the international organizations for accreditation, IAF (International Accreditation Forum) and ILAC (International laboratory accreditation cooperation) and the statute of a signatory to the Multilateral agreements of IAF and ILAC (IAF MLA and ILAC MRA) for all areas. Active involvement of BAS in the work of the General Assembly of IAF/IALC, committees, expert and working groups of the organizations. Participation in the meetings of Forum of Accreditation and Licensing Bodies (FALB). Bilateral cooperation with other national accreditation bodies to ensure and maintain mutual credibility in the accredited conformity assessment services.

**Management system.**

Evaluation of the effectiveness and proficiency of the management system of BAS through periodic reviews and internal audits. Efficient maintenance and improvement of the management system through continuous monitoring, analysis and corrective actions of errors and omissions, planning of preventive actions to prevent the frustration of customers and interested parties of accreditation. Efficient planning and execution of the annual program of EA BAS for on-site assessment of CABs. Regular collection of information about feedback of customers and all parties interested in accreditation assessment of their satisfaction with provided accreditation services.

**Human and material resources**

Efficient management of human and material resources by attracting permanent and external personnel for the purposes of BAS. Systematic training, improving and maintaining the qualification of personnel. Increased motivation. Linking the payment of permanent and external personnel with assessment results in the implementation of activities. Exclusion of disloyalty of personnel to the BAS and / or its clients. Modern material and technical base and its improvement in accordance with needs.

**Awareness.**

Improving CAB's access to services provided by BAS as a National accreditation body. Raising awareness and knowledge of the activities of accreditation as a last level of control over the activities of conformity assessment (certification, testing, calibration, control, etc.). In addition to the present quality policy, BAS is developing policies on specific areas of its activities, such as:

- Cross-border policy for accreditation;
- Policies on specific schemes for conformity assessment;
- Policy on training activities;
- Transition policies and others.

The management of BAS commit itself with the implementation of this policy.

**Eng. Irena Borislavova**  
**Executive Director of EA BAS**

**Sofia, February 2017**

**Accreditation Council**

(Voted on a meeting held on 16.02.2017)