

Operational Control Policy

1. Purpose

This policy ensures that Assurco maintains **effective operational control** over all certification activities, including those carried out by **branch offices, joint-venture partners, franchisees**, and any other related entities. This is required to comply with ISO/IEC 17021-1:2015 clause **6.2**, which mandates full control of certification activities *irrespective of legal status, relationship, or geographical location*.

2. Scope

This policy applies to the following entities involved in delivering certification activities on behalf of Assurco:

- **Branch Office:** The Assurco physical office carrying out auditing and administrative activities.
- **Joint Venture Partners:** Provides auditors; does **not** undertake certification decisions.
- **Franchisee:** Conducts sales, admin, auditing, invoicing, and submits audit reports to Assurco for certification decisions.
- **Any future agents or partners.**

3. Policy Statement

Assurco shall:

1. Retain **full responsibility** for the competence, impartiality, and consistency of all certification activities performed by external or related entities, as required by ISO/IEC 17021-1 clauses **6.1, 6.2, 7.3, 7.5**.
2. Establish and maintain **documented controls** to ensure all entities adhere to Assurco's Certification Management System (CMS) and relevant ISO standards.
3. Ensure **certification decisions are never delegated or outsourced** (clause 7.5.2).
4. Assess and monitor risks arising from distributed activities using the [Assurco Risk Management Procedure](#).
5. Ensure all entities operate under appropriate agreements defining confidentiality, impartiality, competence, processes, and responsibilities.
6. Maintain full visibility and authority over audit records, reporting, tools, systems, and documentation.

4. Responsibilities

- **Technical Manager:** Ensures operational control measures are implemented and monitored.
- **Technical Team:** Reviews and makes certification decisions.
- **Branch/Partner/Franchisee Leads:** Ensure adherence to Assurco processes.
- **Impartiality Committee:** Reviews risks from partnerships/franchisees.

Building Trust & Integrity