

With more than one decade of experience of inspecting and conformity assessment, Shantia Gostar Faraz Company as a grade “A” inspecting company is active in performing technical inspection and imported and exported inspection and acts as a provider of such services as certification and in doing so it emphasizes on the principles that induce trust in involved parties; these principles include: impartiality, competence, conscientious in making information available, confidentiality, responding to complaints and risk-based approach all aimed to enhance the quality of services in line with continuous improvement of its management systems based on such standards as INSO-ISO-IEC 17020:2012, INSO-ISO-IEC 17021-1:2015. The main quality policy of this company are as follows:

- 1- Maintaining continuous improvement within the company’s system and all activities impacting it in order to increase the clients’ satisfaction;
- 2- Empowering the employees in all job categories and developing a suitable training opportunity for achieving the organization’s goals;
- 3- Applying engineering capabilities and presenting high quality services based on related standards;
- 4- Providing a suitable environment in which independency, honesty, impartiality and confidentiality of inspectors, auditors and other individuals involved in inspection and certification activities are respected in order to prevent financial and commercial pressures that may impact their judgment ability;
- 5- Developing the human capital as the most valuable capital of the company and absorbing expertise and committed human force;
- 6- Understanding the requirements of clients and employers based on commitments and developing good relationships in order to identify their requirements and needs;
- 7- Preventing and avoiding any defect and failure in the process of servicing and preventing the occurrence of any non-conformity;
- 8- Presenting all services based on mutual respect and trust and also collaboration;
- 9- Developing an atmosphere of efficient cooperation, punctuality and discipline;
- 10- Cooperating with other entities that are active in inspection and certification in order to enhance the level of the company’s services;
- 11- Collaborating in standardization activities;

Committed to above principles and providing required resources, the company’s management tries to ensure that all inspectors, auditors and other personnel involved in inspection and certification understand this quality policy and implement it.

The managing director undertakes to ensure the good performance and improvement of this system by doing periodical reviews on management systems.

Mohsen Jafar-Haji  
Managing director