

QUALITY POLICY

In order to attain the goals laid down in Regulation (EC) 765/2008, the Act on Accreditation, and the related rules of law, the Hungarian Accreditation Authority (NAH) performs its tasks in accordance with the requirements defined therein and provides all interested parties with high level of confidence in the accreditation activities of NAH and those accredited by NAH.

Pursuant to Act CXXIV of 2015 and Government Decree 424/2015. (XII. 23.), as of 1 January 2016, the accreditation of conformity assessment organisations in Hungary is performed by the National Accreditation Authority (NAH).

The National Accreditation Authority operates a quality management system in conformity with Standard MSZ EN ISO/IEC 17011.

NAH is in compliance with the requirements laid down in the international standards applicable to accreditation as well as in the EA, ILAC, IAF and FALB Guides.

As of 6 October 2016, the National Accreditation Authority has been a signatory to the Mutual Recognition Arrangement of the European Cooperation for Accreditation (EA), and as of 11 November 2016, it has been a full-fledged member of the International Laboratory Accreditation Cooperation (ILAC).

NAH is an effectively operating, transparent organisation, which is in compliance with the specific Hungarian expectations. NAH contributes to the development of the Republic of Hungary and represents our country in the European and international organisations of accreditation.

The Director-General of NAH and all its employees are committed to the continuous improvement of NAH's management system in compliance with the above mentioned requirements.

NAH contributes to the realisation of the objectives of the Hungarian national economy and the promotion of Hungary's good reputation by the professional, objective and impartial performance of its accreditation activity.

NAH makes its services accessible to all conformity assessment bodies that comply with the relevant requirements. NAH undertakes all accreditation and surveillance activities itself and does not involve subcontractors. The main principle of NAH's policy is to carry out its activities in a cost-effective, impartial, non-discriminatory and professional manner.

NAH guarantees full scale confidential handling of cases in its procedures.

NAH performs an evaluation of its objectives identified in the quality policy during the management review in order to attain its objectives in a realistic manner.

NAH's management is aware of how crucial professional and competent personnel are in the efficient and effective performance of accreditation activities. Therefore, special attention is paid to providing continuous further education and training and the evaluation of those involved in the procedures. In that respect, NAH makes available the necessary resources within its capabilities, and employs assessors and experts with sufficient competence and expertise to ensure the effective operation of the accreditation scheme.

NAH ensures the appropriate environment to all its employees in order to realize the objective of retaining the recognition of NAH on European and international level. NAH is an accreditation


body that raises confidence in the clients and the government administration bodies. NAH continuously monitors the new accreditation requirements, and applies the new demands in time. The objectives of the quality policy are evaluated in the management reviews where it is determined through the following input data which objectives have been achieved:

- analysis of corrective actions and of correlations between corrective and preventive actions,
- feedback from the customers and interested parties,
- results of internal audits,
- results of peer evaluation, if any,
- evaluation of participation in international activities,
- evaluation of complaints and appeals,
- evaluation of the work of assessors, experts in the procedures,
- evaluation of keeping the deadlines in the procedures in accordance with the new or changed accreditation requirements,
- evaluation of competence in line with education, training.


NAH Director-General is committed to ensure NAH's personnel's involvement in NAH's activities in compliance with the objectives. Therefore, he finds it important that every staff member who takes part in the accreditation process should be familiar with the Quality Policy, the introduced methods and the documentation system of the management system in the process of accreditation. He provides access for the personnel to all the necessary information for undisturbed and high-quality work.

Through regular checks, NAH's top management ensures that NAH's quality policy is in line with all activities of NAH. With this statement, NAH's top management supports the Director-General and NAH's employees in acting in compliance with the Quality Policy, the Quality Manual and the regulating documents, and introduce constructive changes in the process of accreditation.

Budapest, 16 March 2017


Miklós Devecz
Director General




Csaba Bodroghelyi
Deputy-Director General