

The international scheme for competency validation and certification of personnel who work in explosive atmospheres.

CompEx Quality Policy

CCL2021 Rev4 July 2026



1. Revision List

Revision	Section	Date	Description
4	1	01 July 2026	Inclusion of revision history.
4	All	01 July 2026	Changes to font and corporate branding.
4	All	01 July 2026	Inclusion of section titles and numbering.
4	All	01 July 2026	Change of wording.
4	Contact	01 July 2026	Changes to Board chair details.

2. Introduction

2.1 CompEx Certification Limited is committed to providing industry-leading Ex qualifications and achieving customer satisfaction through effective quality management practices. The Quality Policy outlines the dedication of the CompEx team to meeting the requirements of ISO 17024 and ISO 9001, whilst maintaining the highest standards of quality internally and with our Approved Training Provider (ATP) network.

2.2 We are committed to quality in the following ways:

- **Customer Focus:** We prioritise understanding and meeting customer needs, expectations, and requirements. We actively seek and act on customer feedback, utilising technology to deliver market-leading products. Our External Quality Assurance (EQA) and Internal Quality Assurance (IQA) procedures ensure a customer-centric approach throughout our ATP network. By consistently delivering high-quality products/services, we aim to exceed customer satisfaction and foster long-term relationships and trust.
- **Leadership:** Our management team demonstrates strong leadership by establishing a quality-focused culture, empowering all parts of the business to contribute to quality, promote continuous improvement and provide the necessary resources to achieve our quality objectives. We lead our ATPs by providing periodically reviewed policies and procedures and by supporting ATPs with quality issues in our IQA and EQA policies and procedures.
- **Engaging with People:** We believe that engaging and empowering our staff, ATPs, and learners is crucial for achieving quality excellence. We encourage active participation, provide training and development opportunities, and foster a collaborative and innovative work environment. We lead this through regular team meetings, offsite gatherings, and incorporating training requirements into the appraisal process. We value feedback and actively engage stakeholders through Centre Network forums, Technical Advisory Councils, and customer surveys to continuously improve and meet industry standards.
- **Process Approach:** We actively prioritise and manage our key processes to ensure consistent quality results, understanding that effective procedures lead to consistent results. By identifying, managing, and improving our key processes and integrating this into our IT systems, we enhance efficiency, reduce waste, and increase the likelihood of customer satisfaction. We review our standard operating procedures (SOPs) on a regular basis to ensure they remain relevant, efficient and fit-for-purpose.

- **Improvement:** We continuously strive for improvement in all aspects of our organisation and ATP network. Through regular process monitoring, evaluation, and analysis, we identify areas for enhancement and take appropriate corrective and preventive actions to enhance our performance. We track areas for improvement in our ATPs using EQA analysis, centrally tracking outstanding actions and monitoring centres for continuous improvement purposes. We also support continuous improvement by reviewing our ATP's IQA performance including the observation of teaching, learning, and assessment on a regular basis.
- **Evidence-Based Decision Making:** Our corporate decision-making process is based on assessing reliable data and information, regularly assessing departmental KPIs, reviewing market trends and assessing human resources to deliver on our quality objectives. We provide regular reports to our board to enhance strategic decision making. By utilising evidence and analytics, we make informed decisions that support our quality objectives and promote continual improvement.

2.3 Our Quality policy is reviewed annually, in conjunction with the processes referenced in this policy.



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Iain Shaw, Chair

22nd July 2026

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Date

Contact details

For further information regarding this policy, please contact CompEx at:

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