

DECISION

Regarding the promulgation of Quality Objectives in 2024

DIRECTOR

Global Inspection and Certification Network (CGLOBAL) PTE. LTD.

*Pursuant to the Operations Charter of Global Inspection and Certification Network
(CGLOBAL) PTE. LTD.;*

Pursuant to recommendations of head of departments

DECIDES

Article 1: Issue quality objectives for departments according to the attached appendix.

Article 2: Leaders and employees of relevant departments are responsible for implementing this decision

Recipients:

- As article 3
- Save VT

DIRECTOR



VU LONG BIEN

**QUALITY OBJECTIVES FOR 2024
CERTIFICATION DEPARTMENT**

Department	Objectives
Certification Department	<ol style="list-style-type: none"> 1. 100% of certification audit records are verified and processed according to regulations. 2. 100% of projects are audited within the time specified in the procedure. 3. The average number of customer complaints about certification activities is no more than 1 time/month; The average number of customer complaints about certification activities is no more than 3 times/year.
Business Department	<ol style="list-style-type: none"> 1. 100% of new sales staff are trained on CGLOBAL's competence as well as the customer search, care and monitoring process 2. Make sure to collect customer feedback once a year on the audit process and auditor competence and qualities.
Administration Department	<ol style="list-style-type: none"> 1. 100% of new employees are recruited and trained to comply with the recruitment and training procedure - integration training, training to comply with the rules and regulations of CGLOBAL. 2. Buy risk insurance for certification audit activities. 3. 100% guaranteed to comply with regulations on documents, invoices, and taxes.
Auditors Department	<ol style="list-style-type: none"> 1. Each certification field has at least 02 auditors/technical experts 2. 100% of new auditors are trained in relevant standards and procedures on certification activities before performing work; or guaranteed through work experience at other certification bodies. 3. 100% of standard training classes are organized with quality, according to the planned program.