

INTERTEK BUSINESS ASSURANCE 天祥商业保证部

GLOBAL OPERATIONS SYSTEM MANUAL 全球运营体系手册

1. POLICY STATEMENT 方针声明

Our Policy, as defined by the Business Assurance Senior Management Team, is to provide our clients with consistent, quality service. To achieve this, Intertek Business Assurance (Intertek) has established as part of its policy the following:

我们的“方针”，商业保障部（以下简称 BA）高级管理团队将其定义为：向顾客提供稳定的、高质量的服务。为实现该方针，Intertek 商业保障部规定以下内容：

- To understand the importance of impartiality and confidentiality in carrying out its management system and process/product certification activities.
理解在实施管理体系和过程/产品认证活动中公正和保密的重要性
- To manage conflict of interest and ensure objectivity of its management system and process/product certification activities.
管理各方利益冲突，并确保管理体系和过程/产品认证活动的客观性
- To identify clients' requirements, measure its performance against those requirements, and continuously implement initiatives to improve its services.
识别客户要求，对照要求来测量其绩效，并不断采取措施以改善服务
- To continuously innovate ways to serve our clients' /stakeholders' needs.
持续创新服务方式，以满足我们的客户/利益相关方的需要
- To develop and offer high-quality services that meet the needs of the community and our clients regarding the quality/environmental/safety impacts of our operations and services.
开发和提供高质量的服务，以满足社区和我们客户的与质量/环境/安全相关的、影响我们运营和服务的需求
- To maintain international recognition of our services in support of our clients' current and future requirements and expectations, including continuing professional development of our staff.
保持我们服务的国际认可，以支持我们客户当前和未来的需求和期望，包括公司员工持续的专业发展
- To continually satisfy the requirements of ISO/IEC 17021, ISO/IEC 17065, and ISO/IEC 17024:2012 including the national/regional versions of the same, and the related IAF Mandatory Documents and the other documents related to the various services offered by Intertek and issued by the relevant Accreditation Bodies and Sector Authority Organizations.
持续满足 ISO/IEC 17021 和、ISO/IEC 17065 以及 ISO/IEC 17024:2012 的要求，包括国家/地区相同的版本、相关的 IAF 的强制文件，以及与天祥提供的各种服务有关且由相应认可机构和地区授权组织发布的文件

2. OUR VISION AND OBJECTIVES 愿景和宗旨/目标

Our vision is: To be a leading global solutions provider for auditing and management system needs, with global presence, local expertise, and focus on value-added and service quality.





我们的愿景是：成为全球领先的方案解决提供商，满足具有全球影响力的审核和管理体系需求、本地专业知识，并且专注于增值和服务质量。

In support of this vision and the above policy statement we have established the following objectives:

为支持这一愿景和上述方针，我们建立了下列目标：

- Customer: To provide value-added services and deliver innovative solutions to facilitate our customers' success in the global marketplace, by offering comprehensive global Supply Chain Assurance services, unparalleled expertise and thought leadership. To deploy a "Total Customer Focus" philosophy throughout the organization.

客户：通过提供全面的全球供应链保障服务、无与伦比的专业知识和思想领导，提供增值服务和履行创新的解决方案以协助客户在全球市场获得成功。在组织内推行“全面以客户为关注焦点”的理念

- Process: to establish and continuously improve efficient and effective processes that support deliver excellent services which add value to our customers' business.

过程：建立并持续提高过程的效率和有效性，以支持为我们客户业务增值提供的卓越的服务

- People: To promote a culture where motivated and satisfied customer-oriented employees can flourish, experience professional fulfilment, and reach their highest potential.

人员：建立企业文化，以激励并满足以顾客为导向的员工的发展、积累专业实践经验、并发挥其最大潜能

- Finance: To deliver outstanding results through sound and thorough financial practices, superior profitability, and sustainable revenue growth.

财务：通过完善全面的金融实践、优秀的盈利能力和可持续的经营增长来获得杰出的结果

- Technology: To operate a state-of-the-art ecosystem that enables seamless service delivery, promotes innovation, and ensures sustainable competitive advantage across all aspects of our operations.

技术：运营最先进的生态系统，实现无缝服务交付、促进创新，并且确保我们运营的各个方面具有可持续的竞争优势