

DOT Quality Services strives to achieve the highest levels of client confidence through competency of auditors and staff; openness regarding the certification process and analysis; commitment to maintaining confidentiality where appropriate; customer service and responsiveness; and conducting services in an impartial manner. DOTQS uses a Governing Committee to oversee its activities to ensure impartiality and objectivity is maintained.

Everyone at DOTQS understands potential for perceived conflict of interest and the importance of impartiality when executing the certification process. DOTQS ensures that impartiality will be maintained when dealing with Clients or potential Clients by complying with the following policies:

- DOTQS does not perform internal audits for certified clients or clients seeking certification. DOTQS does not certify other certification bodies for management systems. Potential conflicts of interest and threats to impartiality will be reviewed for each applicant and documented on the Application Review Checklist, FM-002.
- DOTQS does not provide management system consultant services. DOTQS does not outsource audits to organizations that provide management system consultancy. DOTQS does not supply or design products or processes of the type we certify. DOTQS does not promote or solicit these services to Clients. All services provided by DOTQS and its sister company, Atema, are entered on the FM-063 Impartiality Matrix which is used for reviewing potential conflicts of interest prior to providing services to Clients.
- DOTQS will not certify Clients that have received quality management consulting services from Atema for a minimum of two (2) years from the end date of the project. Potential conflicts of interest and threats to impartiality will be reviewed for each applicant using FM-063 Impartiality Matrix and documented on the Application Review Checklist, FM-002.
- DOTQS personnel who have provided consultancy, internal audits, or had any relationship with a Client shall not be used for a minimum of two (2) years for certification activities. Potential conflicts of interest and threats to impartiality will be reviewed for each applicant using FM-063 Impartiality Matrix and documented on the Application Review Checklist, FM-002
- DOTQS personnel will not be influenced by financial, commercial, or other pressures when conducting certification activities, and will take action to address any situation that would affect impartiality. DOTQS personnel are required to disclose any potential conflicts of interest as a condition of employment as required in the Confidentiality and Nondisclosure Agreement, FM-058.
- DOTQS will not provide certification services if impartiality is threatened by activities of related bodies. DOTQS ensures that activities of related bodies do not affect the impartiality, objectivity, and confidentiality of its certification process. Areas for potential conflict of interest will be documented and actions taken to eliminate or reduce the conflict will be documented in an Impartiality Analysis, FM-062, and Project Impartiality Matrix, FM-063. The Impartiality Analysis and actions taken will be reviewed by the Governing Committee to ensure effectiveness of the actions.
- DOTQS personnel, both internal and external, subcontractors, and members of the Governing Committee are required to act impartially when executing responsibilities as required in the appropriate agreement, FM-058, FM-059, or FM-060, and as agreed to when signing the agreement.