



**JMUIM HALAL PAK**  
Quality Management System  
  
**Quality Policy**

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JMUIM HALAL PAK commitment to quality in Halal Certification services extends to our technical, operational, client service needs and our objectives. Our quality service culture is characterized by our focus on client and organizational continual improvement.

The Board, Committees, Management and contractors at JMUIM HALAL PAK are committed to provide current and potential client satisfaction through the delivery of quality services. Our people will strive to:

- Identify, meet and exceed client expectations;
- Respond quickly to changes in the business environment and changing client needs;
- Attract and retain clients by providing best-in-class service.

To ensure our quality success, JMUIM HALAL PAK leadership will:

- Understand and maintain an absolute focus on our proactive and long-term commitment to clients and continuous service improvement;
- Act as a sector role model for others by living out our commitment to Islamic values;
- Protect the privacy and confidentiality of all clients and stakeholders;
- Resource and maintain a Committee for safeguarding Impartiality to ensure strict adherence to established impartiality norms which will be reviewed on a periodic basis.

In conducting Halal Certification activities, JMUIM HALAL PAK understands the importance of ensuring that the Halal certification process and all audits are conducted in an impartial manner and that no conflict of interest exists. To this end, an independent Committee for safeguarding Impartiality (CSI) is established to oversee the Halal certification process to identify any potential conflicts of interest.

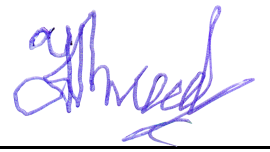
Our Halal certification process will ensure that all audits are carried out effectively and efficiently, through the use of trained, experienced and competent audit and support staff.

Halal Certification decisions will be conducted in accordance with the requirements of relevant standards. In addition, JMUIM HALAL PAK ensures that it fully complies and remains compliant with Accreditation System of Pakistan National Accreditation Council (PNAC) and JAKIM, relevant International standards, accreditation frameworks and all requirements of regulatory bodies.

Any client who disagrees with a Halal Certification Decision has the right of appeal. All Appeals will be brought before an independent Appellants' Board (Ab), comprising suitably qualified individuals.

JMUIM HALAL PAK will continually seek to improve our services. We will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, staff performance management, monitoring, review and evaluation through scheduled management review meetings and risk management meetings.

JMUIM HALAL PAK will provide, maintain, regularly review and evaluate our complaints system to ensure consumer satisfaction within legal framework. Management will be informed through reviews, meetings and continual improvement.

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Dr. Farid Ahmad Piracha  
Chairman, JMUIM HALAL PAKISTAN