

Our Commitment to Quality:

FFCA is committed to providing **consistent, competent, impartial, and reliable certification services** in accordance with applicable standards, accreditation requirements, certification schemes, and regulatory requirements.

FFCA is committed to:

- Maintaining competence of personnel involved in certification activities.
- Applying certification requirements consistently and objectively.
- Protecting the impartiality and independence of certification activities.
- Maintaining confidentiality of information obtained during certification activities.
- Ensuring consistency and integrity in certification decision-making.
- Maintaining effective processes for complaints and appeals.
- Continually improving its management system and certification processes.