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SECTION 5.0 – LEADERSHIP

5.1 Leadership & Commitment

5.1.1 General

The Top Management of NEDA provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- a) Taking accountability for the effectiveness of the management system;
- b) Ensuring that the Quality Policy and Quality Objectives are established and are consistent with the strategic direction and the context of the NEDA-ICC Secretariat;
- c) Ensuring the integration of the QMS requirements into the other business processes of NEDA-ICC Secretariat, as appropriate;
- d) Promoting awareness of the process approach;
- e) Ensuring that needed resources for the management system are available;
- f) Communicating the importance of effective quality management and of conforming to the management system requirements;
- g) Ensuring that the management system achieves its intended results;
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- i) Promoting continual improvement;
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Client focus

The Top Management of NEDA is committed to adopting a client focused approach which ensures that (a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; (b) risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; and (c) enhancing client satisfaction is maintained as a priority.

5.2 Vision, Mission, Core Values and Quality Policy

Based on its vision, mission, and core values, The Top Management of NEDA has established and maintains a Quality Policy appropriate to its purpose, context, and strategic direction, indicating its commitments to fulfill applicable requirements and to continual improvement, and providing a framework for setting quality objectives. The Quality Policy is communicated, understood, and applied within the NEDA-ICC Secretariat, available to relevant interested parties where requested and with prior management approval, and maintained as documented information.

References: Quality Manual: Introduction, Sections 2.2 and 2.7 (QM-02)




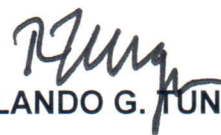

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5.3 Organizational Roles, Responsibilities, and Authorities

The NEDA Top Management has assigned responsibilities and authorities for all relevant roles in the QMS to ensure process ownership and ensure that the NEDA-ICC Secretariat QMS processes deliver intended results. These are defined and communicated through the NEDA Organizational Chart, NEDA Job Descriptions (JD) / Position Description Qualification (PDQ), as well as in the QMS procedures.

The Top Management activities related to Planning (Strategic and QMS), Communication, and Management Review among others, are covered under Sections 6, 7 and 9.

Reference: Quality Manual: Introduction, Section 2.10 (QM-02)

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