

ZED

Zero Defect Zero Effect

For details of ZED Rating Scheme refer: <http://www.zed.org.in/>

AGSI Certification Pvt. Ltd. is a Rating Agency approved by Quality Council of India (QCI)

ZED Process Flow



Impartiality Statement

AGSI Certification Pvt. Ltd. understands the importance of impartiality and is committed to carrying out its management system and ZED (Zero Defect – Zero Effect) certification activities in an impartial manner

AGSI Certification Pvt. Ltd. has a process to manage conflict of interest and is committed to ensuring that the objectivity of its management system and ZED (Zero Defect – Zero Effect) certification activities is maintained.

The Complaints Process

AGSI Certification Pvt. Ltd. takes complaints against its certified clients, auditors/ assessors, representatives or itself seriously. All the complaints must be made in writing to the Director, AGSI Certification Pvt. Ltd. If the complaint has no details of the complainant or the description not adequate, AGSI Certification Pvt. Ltd., reserves the right to deal with the complaint as deemed fit. All complaints are investigated and monitored. The result of complaint will be communicated in writing to the complainant.