



Management of Impartiality

Management at FM Approvals is committed to impartiality in management system registration activities which is also discussed in the QA Manual. FM Approvals:

1. understands the importance of impartiality in carrying out its management system registration activities;
2. manages conflict of interest; and
3. ensures the objectivity of its management system certification activities.

When a possible conflict of interest is identified from other business relationships, FM Approvals shall identify, analyze, and document the conflict so as to ensure it does not interfere with registration activities. Conflicts could possibly include customers of FM Global (insurance) and FM Approvals (testing and certification) who might also become ISO 9000 Registered by FM Approvals.

Only a small number of Registrations have come under these conditions in the past, and there have been no instances where an impartiality, conflict of interest, or objectivity issue has been presented. If such an occurrence was recognized, the situation would be immediately reported to management; analyzed, and information made available to the Advisory Council/Impartiality Committee.

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