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The Monogram/APIQR program's top management is fully committed to promoting policies and procedures that demonstrate the overriding importance of impartiality to its certification, licensing, and compliance activities. Monogram/APIQR personnel are committed to upholding the principle of impartiality by making decisions that are based on objective criteria while maintaining the highest level of confidence in certification and/or licensing activities by providing impartial and objective assessments of client management systems. This commitment is supported by processes that manage conflicts of interest, ensure personnel and auditor competence, maintain confidentiality of information, and promote openness and collaboration with stakeholders. This policy is communicated to and understood by all APIQR/API Monogram personnel involved in the certification and licensing programs.



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