



དཔལ་ལྷན་འབྲུག་གཞུང་། གསོ་བ་ལྷན་ཁག་ འབྲུག་བཟའ་ཆས་དང་སློན་རིགས་དབང་འཛིན།

**ROYAL GOVERNMENT OF BHUTAN
MINISTRY OF HEALTH
BHUTAN FOOD AND DRUG AUTHORITY
INSPECTION SERVICES**



BFDA-IS QUALITY POLICY

The Bhutan Food and Drug Authority- Inspection Services (BFDA-IS) is highly committed to upholding the highest standards in providing inspection services with integrity and impartiality to safeguard our credibility and reputation.

Our commitments are:

- 1. Continuous enhancement of food control system:** BFDA-IS will persistently strengthen Bhutan's food control system by subjecting the food and agricultural business in line with the recommended international best practices.
- 2. Customer satisfaction:** BFDA-IS is devoted to continually improving the satisfaction of food and agricultural business utilizing the Inspection mark.
- 3. Integrity and objectivity:** BFDA-IS is resolute in maintaining objectivity, integrity, impartiality, preventing conflicts of interest and ensuring confidentiality, as specified by ISO/IEC 17020:2012, including adherence to legal compliance, throughout its inspection activities.
- 4. Excellence and credibility:** All those concerned in the operation of the inspection services, including BFDA-IS personnel and food and agricultural businesses who avail BFDA inspection services shall ensure the highest level of excellence. They are guardians of BFDA's credibility and reputation across all facets of its services and are committed to continuous improvement.
- 5. Legal and regulatory compliance:** BFDA-IS pledges to identify and comply with all legal, regulatory, and other requirements, especially those pertaining to the inspection and licensing of food and agricultural businesses.

Director
Bhutan Food & Drug Authority
Ministry of Health
Thimphu: Bhutan

Director
Bhutan Food and Drug Authority

