

Quality Management Handbook

eva service gmbh

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1. Introduction

eva service gmbh is committed to maintaining a high-quality standard in all activities related to the development, operation, and continuous improvement of its climate certification services. This Quality Management Handbook (QMH) defines the framework, responsibilities, and processes for ensuring the effective implementation and maintenance of the Quality Management System (QMS) in accordance with ISO 9001:2015 and relevant best practices.

2. Scope of the Quality Management System

The QMS of eva service gmbh applies to:

- Standard setting and management (e.g. eva Forest Climate Standard),
 - Methodology development and revision,
 - Certification body management,
 - Administration of eva's online platform and registry,
 - Internal and external communication,
 - Customer and stakeholder support.
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3. Quality Policy

eva service gmbh commits to:

- Providing a transparent, science-based, and credible climate Standard and Methodologies,
- Ensuring customer and stakeholder satisfaction through responsive services,

- Continuously improving all quality-relevant processes,
- Maintaining compliance with legal, regulatory, and normative frameworks.

Refer to POL-QM-001. Defines eva's Quality Policy.

4. Organizational Structure and Responsibilities

4.1 Management Representative

Responsible for ensuring the QMS is established, implemented, and maintained.

4.2 Quality Assurance Officer

Ensures adherence to procedures, document control, and internal audits.

4.3 Standard Director

Oversees standard and methodology development and review.

4.4 All Staff

Are responsible for complying with quality procedures and contribute to improvement.

5. Core QMS Processes

5.1 Document Control

Refer to SOP QM-DOC-001. All quality-relevant documents are versioned, approved, and archived.

5.2 Review of Standards and Methodology

Refer to SOP SOP-STD-002. Defines scheduled and ad-hoc reviews.

5.3 Stakeholder Involvement

Refer to SOP SOP-STD-003. Ensures structured consultation in regular reviews.

5.4 Qualification of VVBs

Refer to SOP SOP-AUD-001. Covers accreditation verification and onboarding procedures.

5.5 Internal Audits and Management Review

Refer to SOP SOP-QM-06. Covers internal audits and management reviews.

5.6 Nonconformities and Corrective Actions

Nonconformities are documented, root causes analyzed, and corrective actions taken and tracked.

6. Performance Evaluation

6.1 Customer and Stakeholder Feedback

Regular feedback is collected and analyzed.

6.2 Management Review

Annual reviews evaluate performance, risks, and improvement actions.

7. Continuous Improvement

eva service gmbh fosters a culture of continuous improvement through:

- Staff engagement,
 - Review and update of its SOPs,
 - Use of KPIs and audit results,
 - Response to stakeholder feedback.
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8. Revision History

Version	Date	Description	Author
1.0	11.04.2025	Initial Version	Rüdiger Meyer

Annex

- Document Control Log